



A Patient-Centered Approach to Engagement

Relatient is an integrated messaging platform for practices, hospitals and health systems that takes a patient-centered approach to engagement—utilizing the power of clinical data to deliver timely messages to patients and care providers in a way that matches their current habits and preferences.

Relatient and AdvancedMD have partnered to offer effortlessly automates appointment reminders, self-scheduling, population health outreach, patient billing/payments, satisfaction surveys, group messaging, and more for comprehensive patient-centric engagement. Patient adoption can be as high as 90% with extraordinary financial savings and office efficiency.

As reimbursement models continue to shift towards accountable care and outcomes based medicine, there is a growing need for improved patient compliance and increased revenue through patient volume. **Relatient can help you make the transition with proven patient engagement solutions.**

About Relatient

- Founded in 2014, located in Nashville, TN area
- Top industry-rated technology-only focused in healthcare
- Delivering >132 million messages annually
- Nationwide leader in patient engagement
- No incremental fees: unlimited modality activities
- Unifies all primary categories of patient outreach
- Single platform for multiple locations and multi-specialty providers

Key Features & Benefits

- **Completely automated, contactless** patient touchpoints throughout the patient journey
- **Relatient supports in-office and telehealth** visits
- **Seamlessly integrated** with AdvancedMD software
- Provides 2-way text, email, and voice communication between patients and staff
- **Completely cloud-based:** no software to install
- Full data reporting and dashboard
- Lowers outreach costs and boosts productivity
- Multi-language capability
- Best practices in patient privacy, security, and compliance

Solutions for the Patient Journey

SERVICE	DESCRIPTION	BENEFIT
Appointment Reminders Watch Video	Unlimited text, email, and phone reminders	Reduce no-shows and improve revenue
Broadcast On-Demand Messaging Watch Video	Deliver any mass message in real time to select groups by text and email	Instantly communicate with patients or groups on demand
Messenger Chat/Secure Messaging Watch Video	2-way texting with patients/authenticated messaging	Stop the phone tag and increase patient satisfaction
Patient Surveys/Reputation Management Watch Video	Generate positive online reviews and get instant patient feedback	Completion rates over 30%+ for many offices
Health Campaigns Watch Video	Target gaps in care, NEDIS and quality initiatives	Can decrease gaps in care over 35% in 90 days
Patient Self-Scheduling Watch Video	24/7 patient access to find and get an appointment	Fill schedules, empower patients, use staff time efficiently
Waitlist Watch Video	Automated, paperless waitlist with notifications and appointment options by provider/ location	Improve customer experience and fill provider schedules
Patient Balance Notifications/MDpay®	Easy to pay text & email eStatements	Patient initiated web payments can increase over 300%

For more information visit www.relatient.net/advancedmd or contact Jonathan Shivers at jshivers@relatient.net or (615) 270-1589.