

Enterprise healthcare organizations need scalable technology solutions to handle multiple locations, providers, specialties, and user roles in order to reduce no-shows, consolidate vendors, improve operational efficiencies, collect patient payments faster, and bring patients back. Patients are also looking to healthcare systems to ease the confusion and anxiety that can be associated with navigating healthcare, they want self-service, convenience, access, and mobile-first engagement.

We're Here to Help

Relatient's patient engagement platform was built to power enterprise patient communication with Messaging, Self-Scheduling, Billing, and Digital Registration solutions that are integrated with your EHR/Practice Management system and can be implemented across your entire organization with one instance.



Multi-location Management

From implementation to the day-to-day operations of patient communication, enterprise healthcare organizations need the ability to view reports, upload and manage data across all locations from one instance and one login.



Unified Systems

Enterprise healthcare systems work with a variety of vendors and healthIT systems—automating and unifying disparate locations, groups, and organizational units means higher efficiency, better communication, and better data management.



Lower Costs

An automated digital front door strategy reduces staff hours required for unskilled tasks. Health systems are looking for one platform that can do it all so they can consolidate vendors and manage fewer contracts, upgrades, and maintenance.



Self-Service

Sometimes changes need to be made quickly; think bad weather, COVID-19, clinic closures, and provider schedule changes. Health systems need the ability to configure messaging and make changes on the fly.



Increased Productivity

Augmenting staff with automation considerably boosts productivity and enables highly skilled FTEs to spend time where they are most fulfilled and providing the most value.



Better Portal Adoption

The patient portal represents a significant investment for enterprise healthcare organizations. Leveraging automated patient messaging to drive patients to their portal accounts or other initiatives means more engaged patients and better outcomes.



More Revenue

Generating more revenue requires new appointments and fewer no-shows. These basics can seem more daunting inside of large organizations but robust messaging tools that empower patients can do this and more, like speeding the collection of patient payments and doing more without adding more staff.



Manage Users with Role-Based Privileges

Managing users and in-app privileges should be easy to get to and intuitive for managers. Large healthcare organizations are looking to do this from one instance so that only approved staff can send messages and reporting can be limited to a location or across all locations at once.



Single Sign-On

The highest ROI comes from tools that are easy to access and utilized daily. Single Sign-On helps enterprise organizations streamline system access and makes management easier by putting solutions at the users fingertips.

HEALTH SYSTEMS NEED	WE CAN HELP
COVID-19 Patient Communication	Use custom, unlimited voice, email, and text appointment reminders to communicate critical appointment information and reengage patients who need rescheduled. Self-service, user-friendly on-demand messaging makes it easy to quickly notify patients and staff of delays, office closures, and custom messages. Field one-to-one patient questions with 2-way chat or secure messenger to help patients navigate scheduling, parking, appointments and much more.
COVID-19 Vaccine Scheduling/Automation	Epic-integrated patient self-scheduling makes it easy to deliver 24/7 patient scheduling access. No portal, username, or password needed.
Telehealth	Wrap Epic-integrated patient messaging around your chosen Telehealth platform to ensure patients remember their appointments and how to check-in and initiate the appointment. Send appointment reminders for telehealth visits with instructions or a direct link so patients can access their appointments with ease. Combine with mobile-first pre-registration and contactless check-in to ensure you'll capture all the same forms and patient data you would if the patient was being seen in person.
Virtual Waiting Rooms	Help deliver a safer patient experience with check-in that can be done from a mobile device, enabling patients to check-in and remain in their vehicles in place of the traditional waiting room experience. Forms can be completed prior to the patient appointment and use text or voice call to notify the patient when a provider is ready to see them.
Patient Triage	Equip clinicians with better efficiency and reduce patient phone tag using secure patient messaging to field patient questions, advise patients if/when they need to see a provider, and get them scheduled. All without the back and forth of phone trees, hold times, and voicemail.
Appointment Automation	From scheduling appointments to reminding patients to reengaging patients who miss their appointments—managing and optimizing appointment schedules can be so much easier. Allow patients to self-select their appointment dates and times and keep the schedule full, keep their appointments top of mind with unlimited voice, email, and text appointment reminders, an no-show reengagement and recalls to circle back to patients who miss their appointments or are overdue to be seen.
Patient MyChart Utilization	Get the most from your MyChart investment—use digital patient messaging to direct patients to MyChart for lab results, prescription refills, physician directions, and much more.
Payment Management	Collect patient balances faster in the office, on the web, or via patients' mobile devices to drive revenue, save on statement costs, and reduce time in AR. Digital patient payments make it possible to keep patient cards on file for auto-charging smaller balances, enables patients to pay by text and auto post payments to the correct appointment. Manage easy payment plans that auto draft to drive a better patient financial experience.
Central Billing Office Management	Drive higher efficiency in your Central Billing Office with payments that auto-post to the correct appointment, analytics to track outreach responses, activity, and balances, and mobile patient payments to free up CBO staff to manage more complicated patient billing questions.
Patient Reviews and Surveys	Turn happy patients into evangelists for the organization with patient satisfaction surveys sent post visit, send patients to review sites like Google, Health Grades, Yelp, and Yahoo to generate public reviews and improve your medical practice's online reputation.
Population Health/ Gaps-in-Care Strategy	Promote patient adherence, target gaps-in-care, reduce readmission, and improve revenue with automated campaigns. Use clinical information from Epic to target and trigger automated campaigns that educate patients on relevant topics, set recall messages, promote MyChart registration and utilization, and support care management.
Quality Initiatives (NCQA, PCMH, PCSP, MIPS)	Quality initiatives like PCMH, PCSP, and MIPS are structured around regular patient outreach, education, and reporting. This is easy with time stamped patient communication and reporting through health campaigns.
Call Center Management	Help your call center staff manage incoming call volume with patient messaging that automates patient outreach and provides patients clear guidance for scheduling, parking, making changes, registration, and checking in for appointments. With clear, bi-directional messaging and the ability to text patients one-to-one, staff can multi-task more efficiently and keep phone lines free for patients who need more assistance.

RELATIENT SOLUTION	INTEGRATION
Relatient Messaging: Appointment Alerts • Patient Appointment Reminders • Write Backs • No-Show Engagement • Broadcast Messenger • Recalls • 2-Way Patient Chat & Secure Messaging • Health Campaign Management • Satisfaction Surveys	HL7 or SFTP
Billing: MDpay® & Patient Balance Messaging	HL7 or SFTP
Digital Registration	HL7
Scheduling	HL7