

10-Point Checklist for an Ideal Digital Patient Experience

Gain a competitive advantage by giving equal weight to key consumer and provider touchpoints

From Consumers' Eyes

Consumers and patients easily find providers, schedule appointments, complete intake forms and make payments – at their convenience without downloading an app.

#1: Go Digital

Meet consumers and patients where they are with a welcoming, branded digital front door for all access points.

\$1.4M

lifetime value of a patient ¹

#2: Boost Self-Service

Let patients self-schedule appointments in real time – even for complex procedures – with step-by-step guidance.

77%

want to book, change or cancel appointments online ²

#3: Be Contactless

Help patients feel safer and complete tasks before arrival with mobile intake, check-in and payment.

75%

increase in patient satisfaction scores *

#4: Be Transparent

Reduce anxiety and keep patients happy, healthy and loyal with personalized financial services.

20%

patient yield increase *

#5: Simplify Adherence

Keep patients engaged and improve care plan adherence with daily diaries, patient-reported outcomes and secure messaging.

Up to **40%**

adherence increase with mobile ³

From Providers' Eyes

Health system staff and referring providers work efficiently using embedded best-practice workflows for patient access, revenue cycle and care coordination across departments, facilities and locations.

\$2.1M

average PCP generates for their hospital ⁴

#6: Integrate Orders

Eliminate paper-based workflows, improve conversion rates and increase volume by starting with a clean digital order.

67%

auths cleared in minutes with automation *

#7: Speed Auths

Reduce denials and care delays with automated authorizations, pre-service clearance and financial counseling.

30%+

reduction of scheduling work *

#8: Schedule Efficiently

Ensure patients always see the right provider at the right location with the right resources with expert rules technology.

38%

likely to refer to a hospital with provider self-scheduling ⁵

#9: Empower Providers

Let providers book directly on behalf of patients before departure to ensure next steps are scheduled.

2-3%

improvement in revenue *

#10: Accelerate Payment

Leverage technology, best practices and performance management to maximize reimbursement and patient satisfaction.



Learn how to optimize these key touchpoints with an EHR-agnostic Patient Experience Platform, resulting in higher volume, higher revenue, lower costs and dramatically increased patient and provider satisfaction. Read our blog, [Elective Services Volume is Not Guaranteed](#), or [contact us](#) to understand the impact on post-COVID financial growth.

* R1 Client Result



R1 RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

Learn more at r1rcm.com or contact us contact@r1rcm.com.