

# 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 <sup>1</sup>

### #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 <sup>2</sup>

### #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 <sup>3</sup>

## 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 <sup>4</sup>

### #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 <sup>5</sup>

### #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.

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