

Driving Referring Provider Volume and Loyalty

Five ways a patient experience platform can help you become the referral destination of choice in your market

When providers refer patients outside your network, the financial impact can be staggering

62% of orgs are losing 10-20%+ of revenue to leakage¹

60% of orgs don't know if patients received care for which they were referred²

96% of health system execs see minimizing patient leakage as a priority³

\$2.1M what a PCP generates for their affiliated hospital annually⁴

Patient experience technology makes it easy for employed and independent providers in your market to do business with you



1

Electronic Orders

Enables providers to submit referrals and complete, compliant, signed orders electronically – making conversion to scheduled appointments faster and more consistent.

2

Prior Authorizations

Automates and streamlines prior authorizations to reduce the burden on referring providers while avoiding denials and speeding care delivery.

3

Provider Self-Scheduling

Empowers referring providers and their staff to schedule patients in real time, 24/7, at the rendering location before the patient leaves, ensuring that next steps in care coordination are in hand.

4

Patient Communications

Provides easy-to-understand patient itineraries and prep instructions immediately, so providers know their patients have everything they need to follow through with their care.

5

Provider Engagement Toolkit

Creates stickiness with 1-4 above, while eliminating the communication black hole with visibility into patients' order statuses, appointments, etc., resulting in better care and stronger relationships.

Using R1 Patient Experience solutions, our clients gain significant operational results and foster strong referring provider relationships



30% increase in order/referral-to-appointment ratio*



67% of authorizations cleared within minutes and 97% within 3 business days*



Up to **30%** reduction in scheduling tasks*



75% improvement in patient satisfaction scores*



Nearly **40%** likely to refer to a hospital with prior authorization or self-scheduling services⁵

*Client results achieved using R1 solutions.

Build strong provider relationships to gain a competitive advantage

Making it easy for referring providers to do business with you is critical to building market share, capturing patient volume, increasing revenue and delivering an outstanding patient experience.

Learn how the R1 Patient Experience Platform helps build provider engagement and loyalty in our blog, [Five Ways Digital Engagement Can Elevate the Provider Experience](#) or [contact us](#) to learn more.



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.

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