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.

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.

#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.

40%
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]

$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 R1 Entri™, an intelligent patient access solution, resulting in higher volume, higher revenue, lower costs and dramatically increased patient and provider satisfaction. Download our whitepaper, **Establishing a Digital Marketplace**, or **contact us** for a personalized demo.

* R1 Client Result