

# Leveraging the Digital Front Door for Long-Term Financial Performance

Three ways a patient experience platform pays lasting dividends

Costly, labor-intensive processes will degrade patient and provider satisfaction as well as brand reputation

**90%** of providers still rely on fax communications <sup>1</sup>

**88%** of appointments scheduled by phone <sup>3</sup>

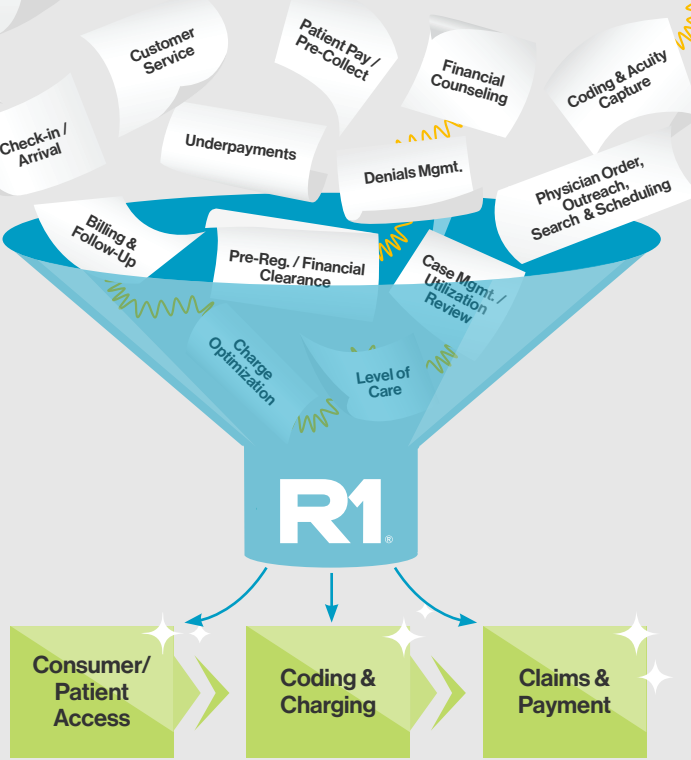
**46%** of faxed referrals never result in a visit <sup>2</sup>

**Up to 50%** of physicians never know if their patient saw the specialist <sup>4</sup>

**68%** of patients exasperated by healthcare billing and want digital payment capabilities <sup>5</sup>

**95%** of unhappy patients said inadequate communications and disorganized operations drove them to post harsh reviews <sup>6</sup>

The R1 Patient Experience Platform standardizes, automates and centralizes complex underlying processes



Results: Frictionless patient and provider experiences that deliver superior performance in three key areas\*

**1**

## Win New Revenue

Thoughtfully engage consumers, returning patients and the providers who refer them, while optimizing capacity utilization enterprise wide.

**86%** referral-to-appointment conversion



**97%** of auths cleared within 3 days



**75%** improvement in patient satisfaction scores



**2**

## Increase Yield

Launch revenue cycle tasks early, integrate seamless payment options, and offer proactive financial counseling.

**90%** patient co-pay collection rates



**20%** reduction in front-end denials



**20%** improvement in patient cash yield



**3**

## Improve Productivity

Offer intuitive self-service options for patients and referring providers, embed efficient workflow tools, and automate tasks across patient access and revenue cycle functions.

**45%** cost savings in patient access areas



**32M** automated tasks annually



**85%** of patients complete forms in advance of care



\*Client results achieved using R1 solutions.

Accelerate digital front door initiatives for lasting financial benefits

Healthcare organizations use the R1 Patient Experience Platform to win new revenue, increase patient yield and improve productivity across their enterprise. Watch the webinar, [Optimizing Digital Patient Experiences – 10-Point Checklist for Success](#), 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](http://r1rcm.com) or contact us [contact@r1rcm.com](mailto:contact@r1rcm.com).

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