

# Optimizing Capacity for Post-COVID Elective Services

Health systems face capacity challenges that may vary across service lines

**60%**

decline in hospital/  
outpatient visits during  
pandemic <sup>1</sup>

**50%**

of households say a  
member skipped or  
delayed care due to  
COVID-19 <sup>2</sup>

**27  
million**

may lose health  
insurance due to  
job loss <sup>3</sup>

**85%**

who have serious  
conditions are  
worried about safety  
at care sites <sup>4</sup>

**Unpredictable and overwhelming  
influx of elective services due to  
3 to 4 month backlog**

**Drop in demand due to patient  
finances and safety concerns**

The right strategy and technology is required for success

**Engage patients and  
assure their safety**

*Digital patient experience platform*

**Move back-end revenue  
cycle to the front**

*Automated prior authorization*

**Optimize capacity utilization  
and manage demand**

*Robust analytics and  
market-based scheduling*

**Maximize reimbursement while  
providing compassionate  
financial assistance**

*Patient-centered financial clearance*

Excellent patient and provider experiences are central to financial recovery

Learn how you can expand market share by creating the optimal experience for both patients and referring providers.

Watch the webinar on demand, **Considerations While Ramping Up Elective Services**, or **contact us** for an assessment of your current patient experience or capacity management strategy.



**R1**

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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