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Innovaccer's Patient Relationship Management solution

Transform your approach to patient engagement with the industry's first and only PRM solution to integrate clinical, engagement, claims, and financial data, so you can get a complete picture of your patients and drive whole-person care.

Overview

Current engagement solutions for health systems are built around a sales-focused customer relationship management (CRM) model. They lack healthcare's decisive factor: the patient's clinical record.

Now you can go beyond traditional CRM and last-generation patient engagement. Innovaccer's PRM solution on the Innovaccer Health Cloud is the first to bring patients' clinical and care episodes to the forefront of a tailored patient engagement journey.

Innovaccer's Digital Front Door

- Increased patient volume and acquisition
- Reduced referral leakage
- Stronger engagement and adherence to care plans
- Improved patient satisfaction
- Improved care outcomes
- Higher satisfaction scores

The patient journey

With Innovaccer's PRM solution, you can attract and acquire new consumers, engage existing patients, improve patient retention, and coordinate care episodes, all while tailoring each step of the care journey to each patient's unique clinical requirements and personal needs.

Innovaccer's Digital Front Door

Features and Benefits

- Activate unified, personalized patient care with holistic clinical records
- Leverage a 360-degree view of the patient across all available data sources.
- Enable cross-team communication with physicians, medical assistants, social workers, and patients with a shared patient context.

- Automate care workflows and enable targeted clinical interventions.
- Go beyond contact, engagement, purchase, and service interaction data. Create patient cohorts based on clinical history, claims, pharmacy, laboratory, SDoH, and other data to facilitate personalized outreach based on a patient's full medical history.

Complete the circle of intelligence with holistic care workflows

- Pull in contextual insights from EHR and other connected systems.

- Increase outreach accuracy with machine-learning algorithms that understand "what works" among your unique patient population.

- Enable auto-stratification and auto-assignment of care protocols to patients.

- Run automated workflows that assign tasks across care stakeholders and applications in a shared patient context.

Create referral programs your physicians want to use

- Streamline referrals to the most appropriate, high-quality, low-cost specialists.

- Monitor in-network revenue through comprehensive, real-time dashboards.

- Optimize referrals by incorporating clinical, social, and financial factors that influence behaviors such as distance from patients' homes, cost and quality rankings, and more.

- Automate reminders and follow-ups to ensure adherence.

Activate your EHR data to enhance patient satisfaction and care coordination

- Create a unified patient record and worklists with selected attributes such as priority, activity details, notes, insurance, risk score, scheduling status, and more.

- To close care gaps quickly, support call center representatives with AI-powered predictions about the patient profile.

- Resolve grievances swiftly with smart, automated task routing.

Share patient's clinical information among all care stakeholders

- Facilitate personalized care and keep patients deeply engaged in their health by capturing actionable insights into what patients need.

- Ensure interoperability between applications and integrate care management and patient outreach campaigns to unify communication across different workflows.

- Empower contact center teams with access to Patient-360 profiles to ensure rapid issue resolution.

- Seamlessly resolve issues through ticketing and auto-task routing to care teams across the ecosystem.

Get high-impact results in record time

5%
growth through
patient acquisition

20%
reduction in
referral leakage

15%
improvement in
care outcomes

30%
boost in patient
satisfaction

*Innovaccer internal and customer data. These results may not be representative of your results. Actual results may vary.

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