GIVE PATIENTS WHAT THEY WANT: GO MOBILE

While only a fraction of patients can do so today, according to a recent Accenture study, 77 percent of patients want to be able to book, change or cancel appointments online. As patient expectations increase, SCI gives hospitals and health systems the tools needed to compete effectively for volume in today’s rapidly changing healthcare market. With SCI Smart Scheduling Technology, patients can self-schedule a wide range of services – from basic to advanced procedures – at the most convenient location. With “guest browsing” and easy patient account setup and management, SCI makes it easy to attract and retain patients.

BRANDED “VIRTUAL FRONT DOOR”

Health systems can brand the user interface with their logo and colors to create a “Virtual Front Door” that patients trust. With anywhere, anytime access, patients can book basic to advanced procedures as well as educational sessions quickly and accurately. Add SCI Self-Scheduling to your existing portals by simply embedding the URL to create a unified look and feel with other web properties. Larger systems can deploy multiple scheduling URLs to accommodate different brands, locations, schedulable tasks, and more.

EASY-TO-USE, RETAIL-STYLE PATIENT SELF-SCHEDULING

Mobile, Anywhere Anytime Access
Responsive design works on any mobile or desktop device

Your Health System’s Brand
Tailor the interface with your logo and colors to reinforce your health system brand

Schedule Advanced Procedures
Schedule any procedure type or educational session—not just physician office visits

Smart Scheduling
You control what’s scheduled with a guided process using conditional logic, questions and rules to ensure appropriate scheduling

Guest Browsing and Easy Set Up
Provide an inviting new avenue to promote outpatient services and capture net new patients

Appointment Reminders and Instructions
Ensure patients arrive on time, prepared for their appointment and avoid last-minute reschedules

Patients Book Using Real-Time Inventory
Patients confirm preferred location, instead of making appointment “requests” that need to be confirmed later by staff

scisolutions.com 866-472-4338
A COMPLETE PATIENT ACCESS FOUNDATION

SCI Solutions gives health systems the Patient Access Foundation needed to provide the retail-like experience patients demand, plus advanced productivity tools that streamline workflows, reduce costs and ensure optimal resource utilization.

Increased volume with smart scheduling technology

SCI’s Smart Scheduling Technology with embedded rules and conditional logic guides patients through the scheduling process step-by-step to assure accurate and appropriate scheduling. Through a series of questions and answers, the process takes into account best available time, patient preferences, insurance, key characteristics of the service, and availability of the necessary providers and resources. Hospitals can even customize questions by procedure type, and control which procedures or visits can be self-scheduled. With this underlying logic in place, patient access teams can confidently offer a wide range of procedures via self-scheduling while ensuring slot availability, insurance, and other factors as part of the scheduling process.

Reduced costs and efficiency gains

With SCI Patient Self-Scheduling, staff can be redeployed to higher-value tasks as patients begin scheduling themselves. Thanks to Smart Scheduling Technology, SCI clients can confidently allow patients to self-schedule any procedure type or educational session. What’s more, since patients have access to real-time inventory, they are confirmed at their preferred location as part of the process—instead of requiring a staff member to confirm the appointment “requests” at a later time. In addition, patients enter and validate their own profile, insurance information, order details, and more, which saves even more time for patient access teams.

THE SCI PATIENT ACCESS AND ENGAGEMENT SOLUTION

Building upon the SCI Patient Access Foundation, SCI clients can create a virtual front door characterized by Easy Access that engages current and net new patients through convenient, mobile self-service.

The SCI Patient Access Foundation supports robust, end-to-end patient access workflows that enable SCI clients to create ideal experiences that foster patient and provider loyalty.

LEARN MORE

Contact SCI Solutions to learn more and to schedule a personalized benefits assessment.