

SCI Solutions Product Release Advances Digital Patient Engagement

Enhanced platform creates a digital front door for health systems by delivering mobile self-service conveniences expected by patients

Seattle, Wash. – June 26, 2019 – [SCI Solutions](#), the health industry’s leading patient engagement and care coordination technology firm, today announced the next release of its market-leading enterprise patient scheduling solution, Schedule Maximizer®, further expanding its mobile patient self-service scheduling offering, the SCI Digital Patient Engagement Platform. This major release supports health system goals of delivering convenience for patients seeking to digitally engage with their providers, while smartly managing resources and costs. The solution positions health systems to attract and digitally engage patients in a unified way across all clinical, financial and operational processes from scheduling and access to insurance and payment collection.

As the roles of Chief Experience Officer and Chief Digital Officer become more prevalent in healthcare, often contributing direct expertise from other industries, such as hospitality or retail, SCI works with clients to streamline consumer engagement. By leveraging Schedule Maximizer and the Digital Patient Engagement Platform, health systems can create a virtual front door for those consumers who prefer the flexibility and convenience of scheduling and managing their health appointments on the go, right from their smartphone, tablet or desktop device. And SCI’s robust rules engine guides patients through the process of accurately booking any type of appointment – even complex procedures – against real-time inventory at any location within the organization’s network. For those consumers who prefer a phone call, health system call centers have specialized tools to quickly and efficiently provide the same level of convenience to patients, helping health systems drive new and repeat business, optimize resource utilization, and reduce costs.

“To achieve long-term success, we believe our clients need digital patient engagement technology that addresses all the key requirements for marketing, patient experience, finance and patient access at once,” says Joel French, CEO, SCI Solutions. “While EHR portals and marketing point solutions for patient acquisition are useful, they lack the ability for patients to digitally search across all health network access points while easily navigating complex health plan, clinical resource and other organizational processes. Our goal is to close the gaps in both the patient experience and the network experience simultaneously, making it possible for our clients to optimize the end-to-end digital patient experience.”

The new Schedule Maximizer release includes features that improve scheduling and workflows for patient access teams as well as enhancements designed to increase digital patient engagement, including Google Analytics support for outreach campaign optimization. The solution supports SCI clients in their market outreach via service line, education, and health awareness campaigns that result in increased patient acquisition and engagement.

About SCI Solutions: SCI Solutions improves the health of the health system by operating the largest EHR-agnostic patient access and care coordination platform, relied upon by 85,000 providers and more than 1,000 hospitals and imaging centers in 400 U.S. markets. With its

digital patient engagement solutions, SCI helps healthcare organizations create a consumer-friendly virtual front door for patient acquisition and competitive advantage. As a result, healthcare organizations experience increased outpatient revenue, lower costs and improved patient and referring physician satisfaction. For more information, visit scisolutions.com.

Contact:

Maria Meredith

SCI Solutions

408-378-0262 x142

mmeredith@scisolutions.com

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