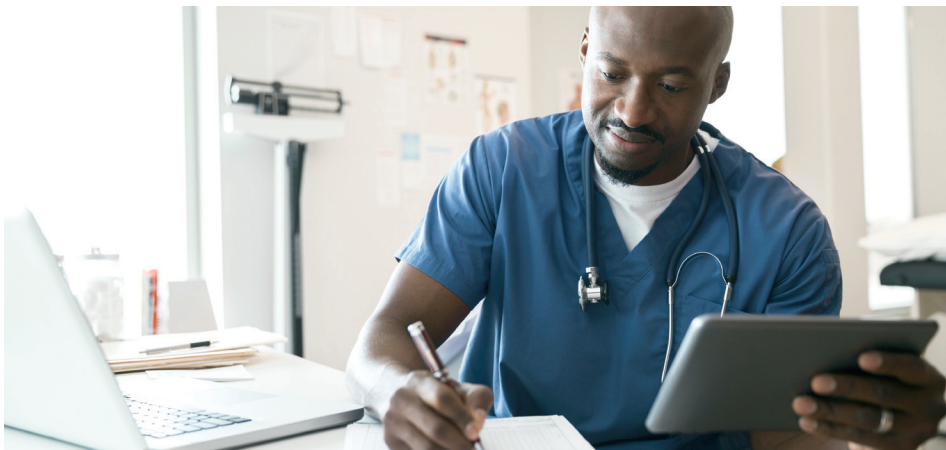# Improve Patient Experiences with Services for Healthcare

The healthcare industry faces a population that's growing, aging and demanding more from the organizations they rely on to stay healthy. Resources are stretched. Staff is spread thin. And in a lot of cases, the technology that's supposed to make it all easier is getting in the way.

The classic pressure to improve patient care while lowering costs is still there. But a growing focus on improving the patient experience, satisfaction and communication across a rising number of channels raises the bar even higher. Not to mention increasingly stringent compliance and privacy regulations.

THERE'S NO SINGLE SOLUTION. THAT'S WHY WE CREATED SERVICES FOR HEALTHCARE.

Services for Healthcare is a package of services tailor-made for healthcare organizations. We've identified communication, clinical and business process pain points, and directly aligned services to alleviate them.

- Capture, digitize and compile data from physical documents and a variety of digital sources

- Access patient information through a single, easy-to-use interface

- Provide doctors and nurses with instant access to medical records and the ability to add and manage notes in real time

- Lock down sensitive data in a Digital Vault, a secure storage service protected by multiple layers of encryption and security

- Generate highly personalized patient communications across channels

HERE ARE SOME OF THE RESULTS WE'VE HELPED OUR CLIENTS ACHIEVE:

15.7% ($2.9M) projected operational cost savings

Less than a 0.5% rate of missing clinical notes
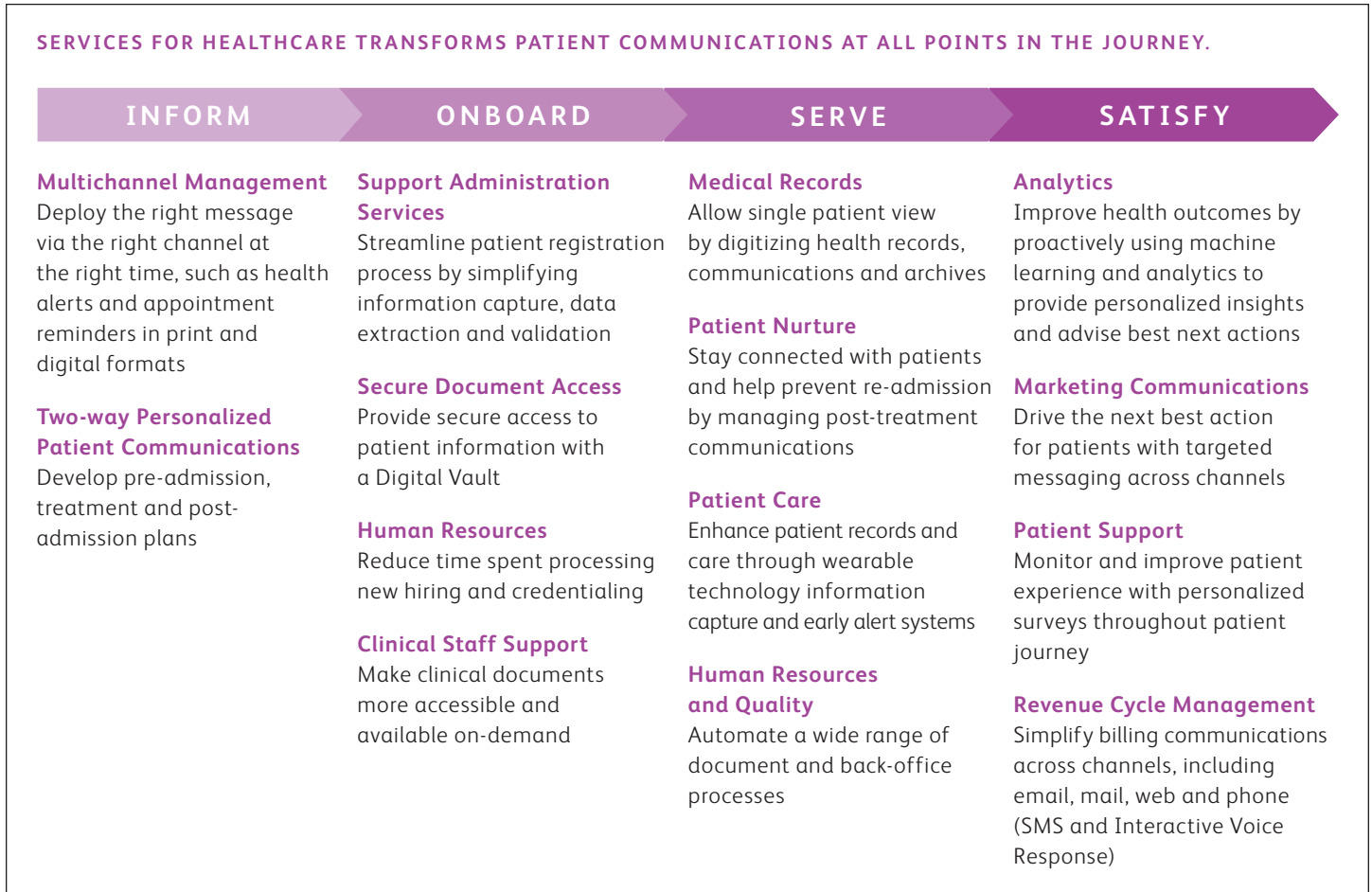
From 1,100 to 361 print device reduction

~ 95,000 lbs. CO_2 emissions eliminated

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Everything is built with the patient in mind.

In developing Services for Healthcare, we began by looking at the patient journey — the series of interactions patients experience with healthcare organizations. We identified touchpoints along the path where things could run smoother, work smarter or require fewer steps.

The result is a suite of services that leverages leading-edge technology to empower your people and create a consistent, improved experience for patients. Even if a service doesn't appear to touch the patient directly, it will free up staff and resources to focus on the tasks and processes that do.

SERVICES FOR HEALTHCARE TRANSFORMS PATIENT COMMUNICATIONS AT ALL POINTS IN THE JOURNEY.

INFORM	ONBOARD	SERVE	SATISFY

INFORM

Multichannel Management
Deploy the right message via the right channel at the right time, such as health alerts and appointment reminders in print and digital formats

Two-way Personalized Patient Communications
Develop pre-admission, treatment and post-admission plans

ONBOARD

Support Administration Services
Streamline patient registration process by simplifying information capture, data extraction and validation

Secure Document Access
Provide secure access to patient information with a Digital Vault

Human Resources
Reduce time spent processing new hiring and credentialing

Clinical Staff Support
Make clinical documents more accessible and available on-demand

SERVE

Medical Records
Allow single patient view by digitizing health records, communications and archives

Patient Nurture
Stay connected with patients and help prevent re-admission by managing post-treatment communications

Patient Care
Enhance patient records and care through wearable technology information capture and early alert systems

Human Resources and Quality
Automate a wide range of document and back-office processes

SATISFY

Analytics
Improve health outcomes by proactively using machine learning and analytics to provide personalized insights and advise best next actions

Marketing Communications
Drive the next best action for patients with targeted messaging across channels

Patient Support
Monitor and improve patient experience with personalized surveys throughout patient journey

Revenue Cycle Management
Simplify billing communications across channels, including email, mail, web and phone (SMS and Interactive Voice Response)

We can help you do what you do — even better.
Let us put our industry experience and technology expertise to work freeing up your clinicians, improving outcomes, lowering costs and delivering a more positive patient experience.

Learn more at **xerox.com/ServicesforHealthcare.**

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