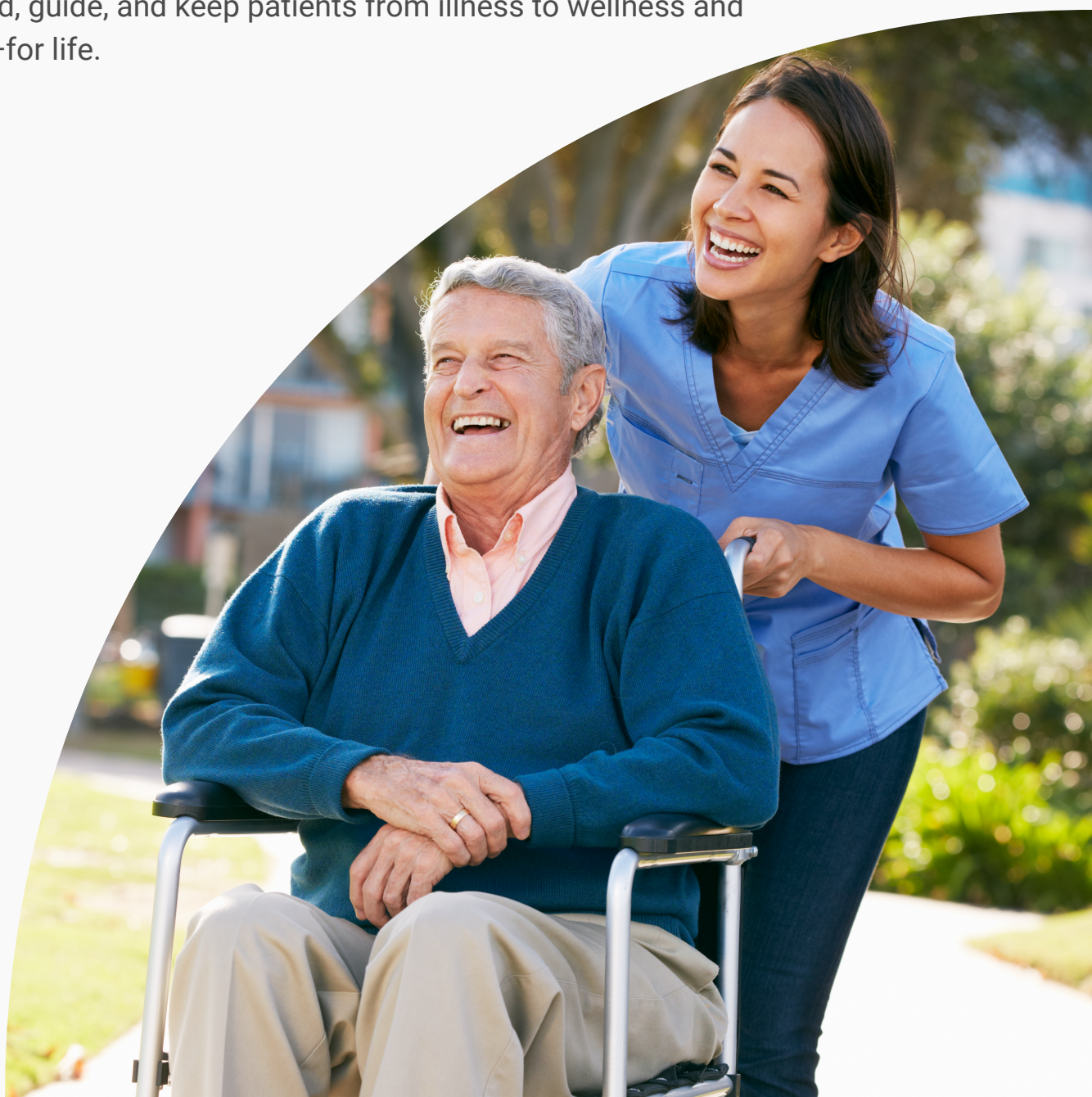**innovaccer**

Transform the journey to health and wellness with Innovaccer's Patient Relationship Management solution

Connect consumer healthcare experiences and clinical care journeys with a fully integrated patient engagement solution that helps find, guide, and keep patients from illness to wellness and beyond—for life.

Innovaccer's Patient Relationship Management (PRM) solution goes beyond traditional healthcare CRMs and legacy patient engagement technology by transforming engagement with unified records from multiple, disparate sources. Attract and acquire new consumers, engage existing patients, improve retention, and coordinate care episodes to improve the experience, care, and financial outcomes for your organization.

Consumer engagement, SDoH, clinical, and financial data—all in a single unified patient profile

Better clinical and financial outcomes through a holistic patient experience

Data that powers omnichannel communications for superior consumer satisfaction and patient experiences

Personalized and targeted campaigns for exceptional patient acquisition and retention

Empower your care teams to improve the patient experience and clinical outcomes

Increase patient acquisition and volume	Strengthen appointment adherence
Improve the patient experience	Enhance care outcomes
Deepen loyalty	Boost patient lifetime value

Build a unified, connected, and consistent patient experience on the Innovaccer Health Cloud

Humanize your patient experiences with the Innovaccer® Health Cloud, a platform that unifies the patient record and connects every touchpoint to keep patients deeply engaged in their health.

Jane, 55 with diabetes and living alone

The reimagined consumer journey:

Find, guide and keep patients for life

Jane submits a webform on health system website for information on heart health and possible consultation

Proactive outbound call the next day regarding submission of the webform inquiry

Contact center agent schedules an appointment with a PCP

Receives a reminder 3 days and again 24 hours before her appointment

At PCP, identified with elevated risk of heart disease and referred to an in-network specialist

In the same visit, allotted a heart rate monitor and enrolled in a heart health email education series

Receives call for HCAHPS survey

Post discharge, contact center agent calls to enroll in rehab program

Post surgery, actively monitored by care manager

Care manager assigned to Jane due to high risk

Cardiologist recommends heart surgery

Following appointment, receives a call to schedule a consultation with a cardiologist

Gets coaching on diet and exercise on app

Receives call from care manager when glucose levels are elevated

Gets referred to diabetes buddy program in her community

Quarterly health appointments with PCP to ensure care adherence

- ● Find consumers
- ● Guide patients
- ● Care for patients
- ● Keep patients

Activate personalized care across consumer, clinical, and wellness experiences
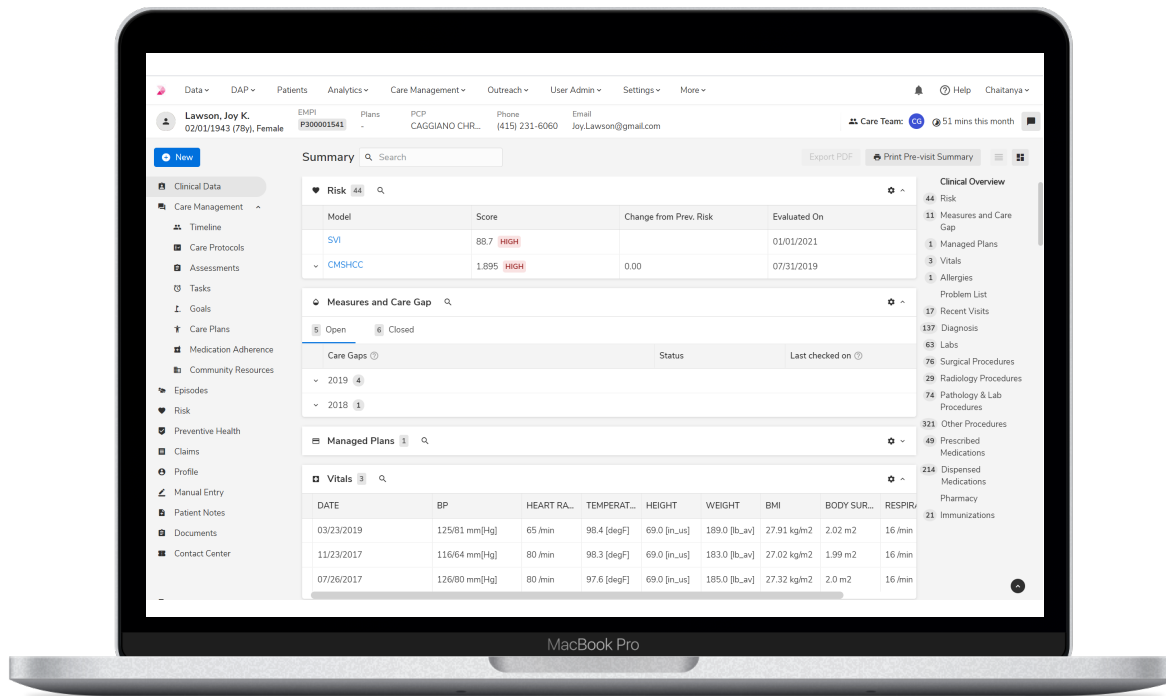
Unified patient records help you:

Know your patients better

Access 360-degree patient profiles that combine clinical, claims, consumer, demographic, behavioral, and engagement data.

Create customized patient lists

Create patient cohorts based on clinical history, SDoH, unstructured physician notes, and more.

Run more effective omnichannel campaigns

Automate campaign workflows to engage consumers and facilitate personalized outreach based on a patient's medical history.

Collaborate better with care stakeholders

Integrate with Microsoft Teams to support effective cross-team communication between physicians, MAs, social workers, and patients.

Use patient-contextualized chat functions

Call, text, or video call your patients from the InCare app; create groups for patients' care teams; and build chatbots to automate care workflows.

Employ prebuilt care protocols

Access a vast library of prebuilt care protocols to enable targeted clinical interventions and assessment-based care plans based on the patient's medical history.

Track outcomes and identify and close care gaps with complete insights on care journeys

Data-driven insights can help:

Extend care beyond the clinic

Integrate clinical remote patient monitoring (RPM) devices to enable configurable notifications and alerts.

Get recommendations through our Contact Center

Enable preventive healthcare with personalized alerts based on each patient's medical history.

Track outreach ROI

Analyze the impact of campaigns with advanced analytics that provide real-time insights for timely care interventions.

Measure downstream ROI

Go beyond traditional campaign analytics to measure downstream ROI by integrating and visualizing unified clinical and encounter data.
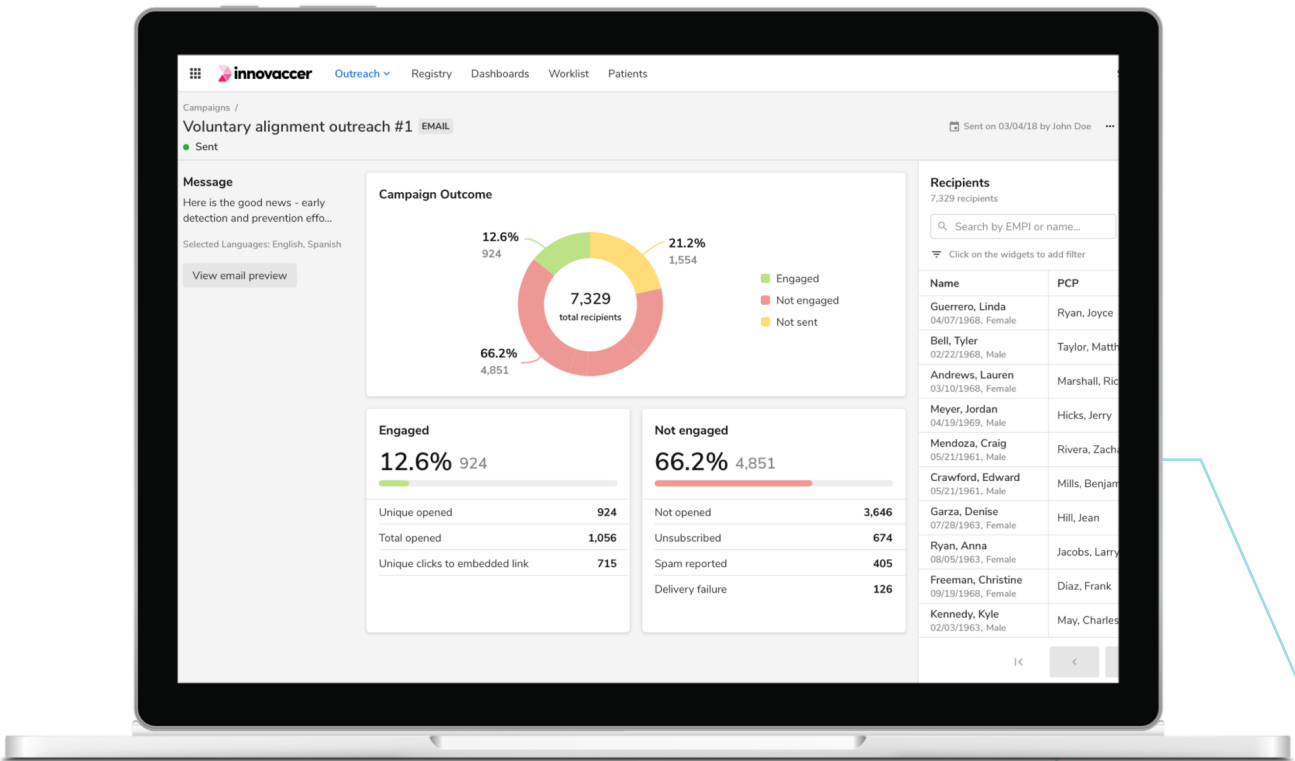
Complete the circle of intelligence with holistic care workflows

Robust prebuilt care workflows empower you to:

Access point-of-care insights

Pull in contextual insights from EHRs and other connected systems, apps, and devices to enable richer, better informed, and more personalized patient engagement.

Automate care workflows

Automate stratification and assignment of care protocols by assimilating patient medical histories and clinical procedures.

Make outreach smarter with AI and machine learning
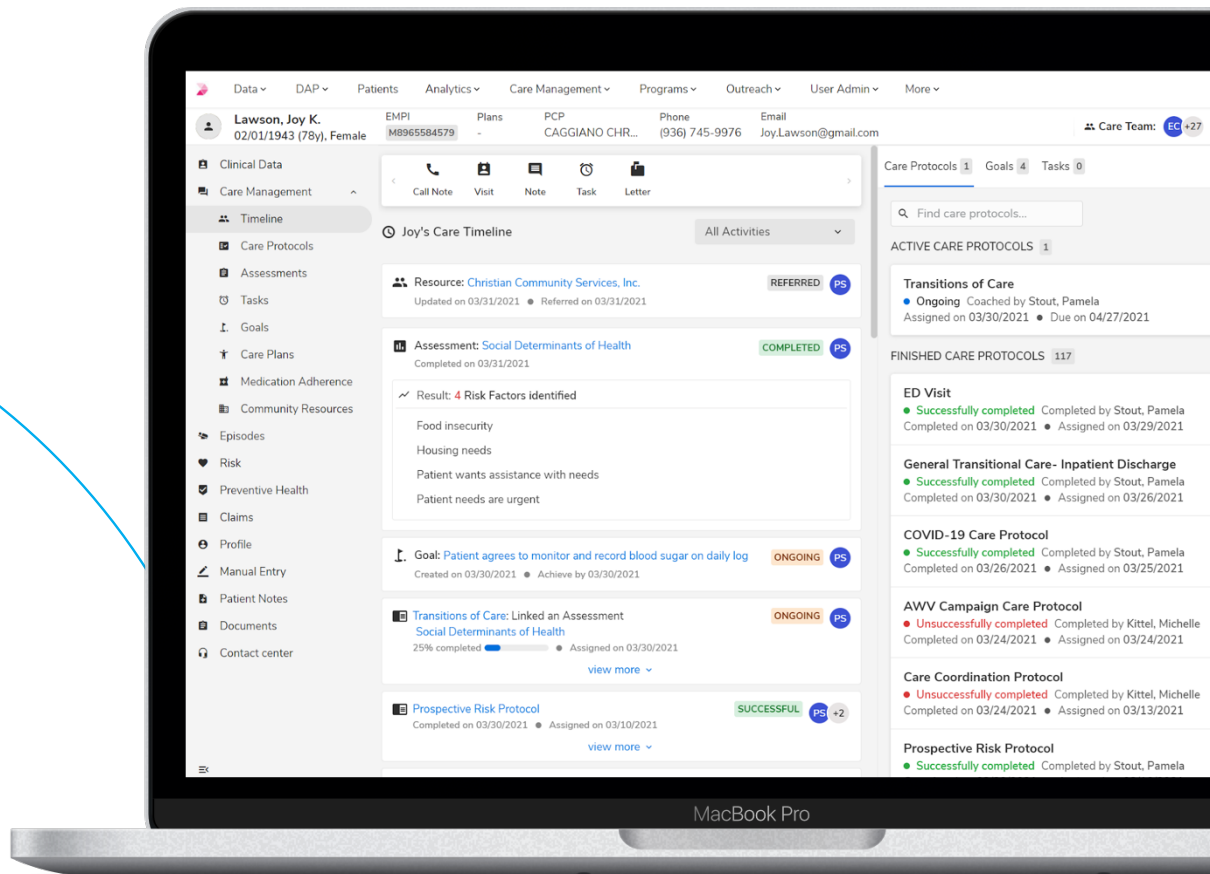
Automate outreach with machine learning algorithms that learn what works based on details from your unique patient population.
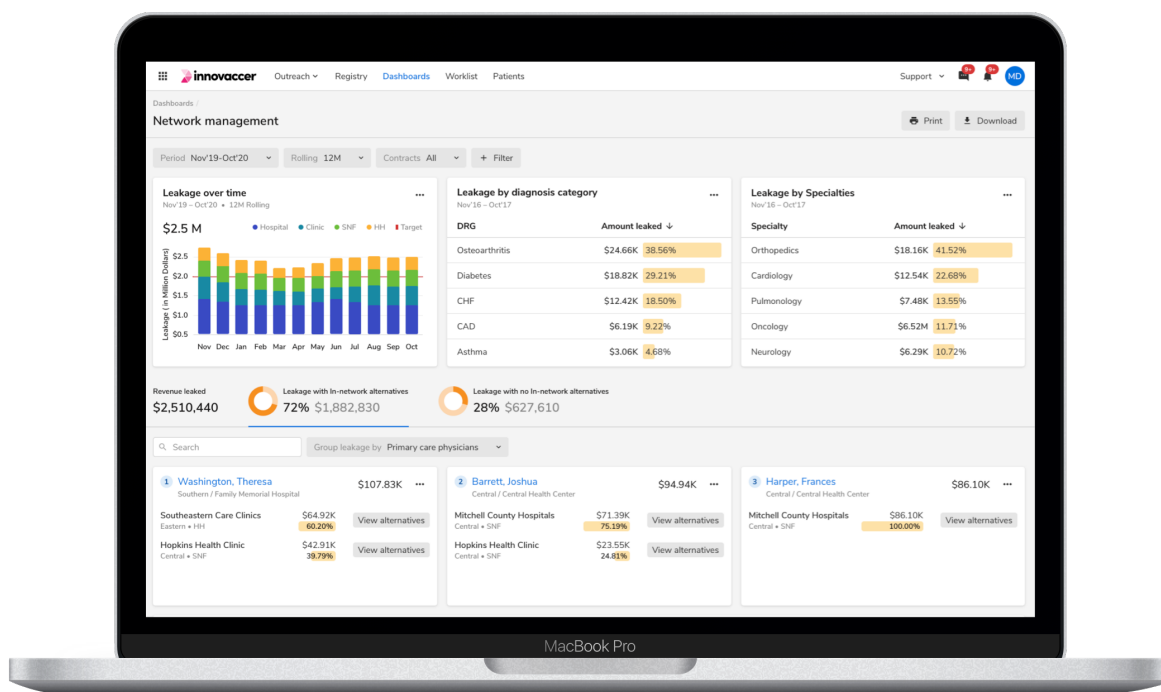
Enhance operational performance

Run automatic workflows that boost productivity and assign tasks across care teams and applications in a shared patient context.

Refer patients appropriately while reducing leakage

Innovaccer's PRM solution helps to:

Streamline referrals

Accurately route consultations and referrals to the most appropriate high-quality, low-cost specialists.

Improve appointment adherence

Optimize referrals by incorporating clinical, social, and financial factors—distance from patients' homes, cost and quality rankings, and more—then automate reminders and follow-ups to ensure adherence.

Monitor network performance

Reduce referral leakage by tracking utilization, identifying and closing physician recruitment gaps, and monitoring in-network revenue through comprehensive, real-time dashboards.

Capture more referral insights

Pull in real-time data on referral completion and EHR insights through our referral management app.

Reduce documentation time

Access direct referrals and route them to the centralized referral team through prepopulated forms that reduce the time needed to complete documentation.

Activate your EHR data to enhance patient satisfaction and care coordination

Our patient-centered PRM solution helps you:

Monitor the entire care continuum through easy EHR integration

Use more than 85 prebuilt technology connectors to create a unified patient record, timeline, and worklists with selected attributes.
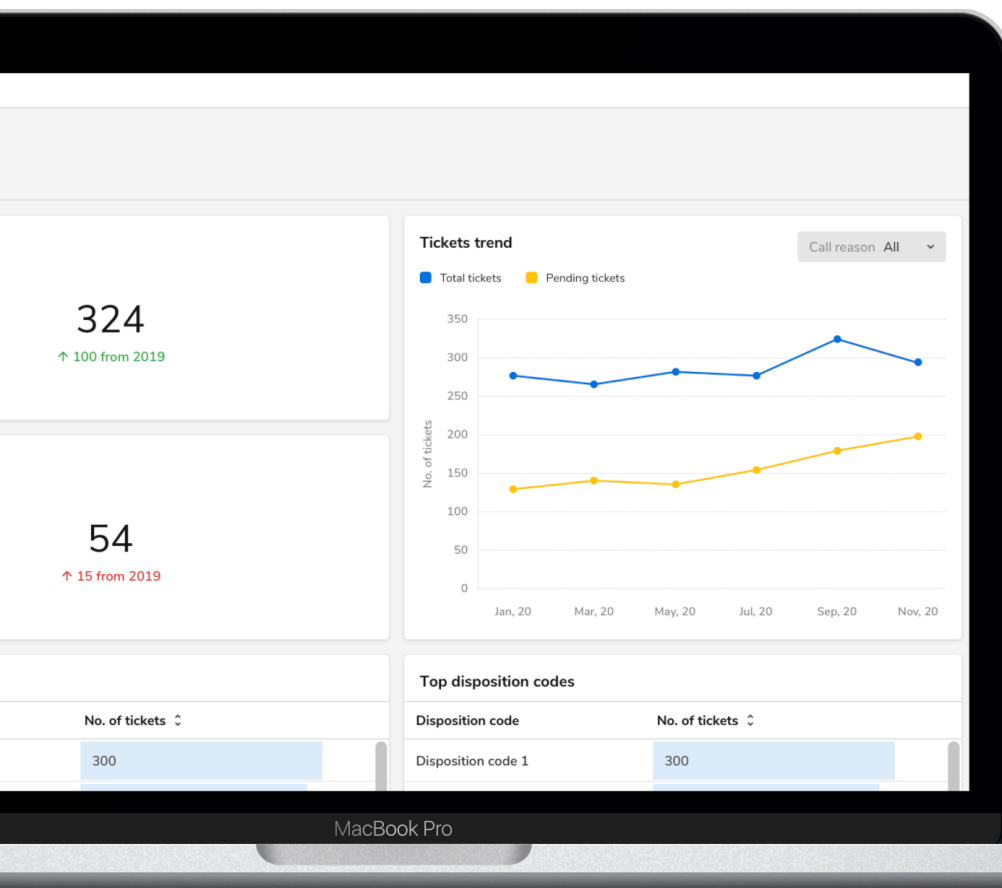
Enable 24/7 patient support

Foster conversations between patients and providers, share assessments, and engage patients with educational healthcare content tailored to their specific clinical, behavioral, and social needs.

Support call center representatives with AI

Easily access Patient 360 profiles, answer questions accurately, and identify recommended actions to close care gaps using AI-powered predictions on the patient profile.

Quickly resolve grievances

Ensure fast and accurate issue resolution with automated task routing.

324
↑ 100 from 2019

54
↑ 15 from 2019

Tickets trend

Call reason All

■ Total tickets   ■ Pending tickets

No. of tickets

350
300
250
200
150
100
50
0

Jan, 20   Mar, 20   May, 20   Jul, 20   Sep, 20   Nov, 20

No. of tickets ⇅

300

Top disposition codes

Disposition code	No. of tickets ⇅
Disposition code 1	300

MacBook Pro

Innovaccer by the numbers

$600M+
Healthcare costs saved

200,000
Providers, payers, and life sciences organizations

39M+
Patient records unified

80+
EHRs connected for interoperability

1,000+
Care settings

3,000+
Interfaces

Awards and Recognition

Best in KLAS Data & Analytics Platforms 2022 · Gartner · IDC Analyze the Future · Forbes

Black Book 2021 · Best in KLAS Population Health Management 2021 · MedTech Breakthrough Awards

Customers

MercyOne · PSW a population health company · Children's Mercy Kansas City · Hartford HealthCare · Sanitas Medical Center

Banner Health · CHI Health · American Health Network Part of Optum · Ora

ElevateHealth · LucernaHealth

Innovaccer Inc., the Health Cloud company, is a leading San Francisco-based healthcare technology company committed to accelerating innovation in healthcare. The Innovaccer® Health Cloud empowers healthcare organizations to integrate data from any source—electronic health records, clinical, claims, labs, pharmacy, genomics, social determinants of health, devices, government sources, and more—to create a 360-degree view of the patient that enables whole-person care. The company's portfolio of Innovation Accelerators empowers technology teams and digital innovators to rapidly develop scalable, modern applications that improve clinical, financial, and operational outcomes. More than 200,000 providers, as well as payers and life sciences organizations, have used the Innovaccer Health Cloud to unify more than 39 million patient records and generate more than $600 million in savings across 1,000 care settings. Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com.

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