



Keep patients at the center of healthcare with 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 the patient to drive whole-person care.



Go beyond healthcare CRM and legacy patient engagement technology. Put all of your population's data to work to activate a holistic experience that delivers better care and financial outcomes for your organization.

NEW



Clinical, engagement, SDoH, financial, and consumer data—all in a single unified patient profile



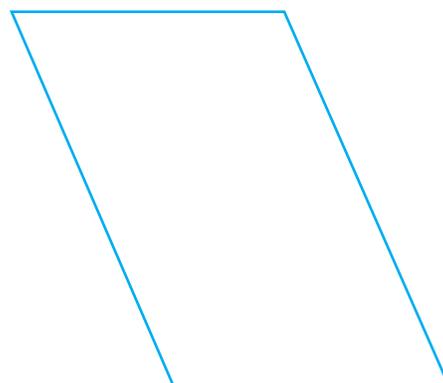
Better clinical and financial outcomes through a holistic patient experience



Omnidata that powers omnichannel communications for superior patient satisfaction and experiences



Hyper-personalized, hyper-targeted campaigns for exceptional patient acquisition and retention



Empower your care teams to improve clinical and business outcomes by:

Increasing patient volume and acquisition

Improving patient satisfaction

Reducing network leakage

Enhancing care outcomes

Strengthening appointment adherence

Boosting HCAHPS scores

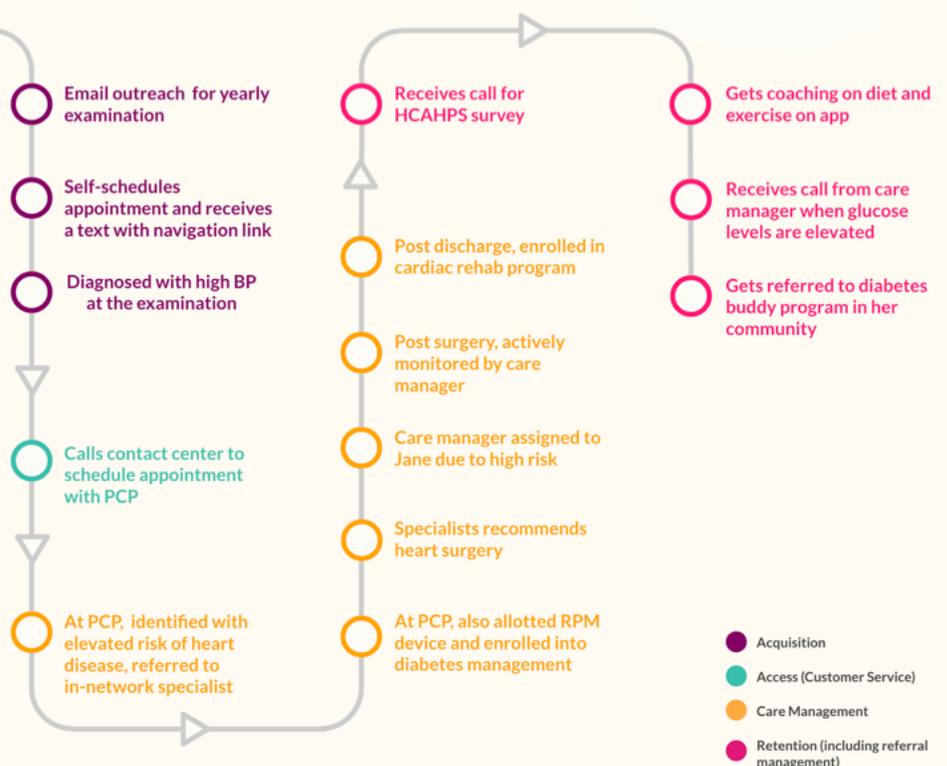
Activate a unified approach to patient relationship management on the Innovaccer Health Cloud

Attract and acquire new consumers, engage existing patients in their care, and coordinate care episodes. With the Innovaccer Health Cloud, you can tailor each step of a patient's care journey to their unique clinical requirements and personal desires.

Jane, 55 with diabetes and living alone

The reimagined patient journey:

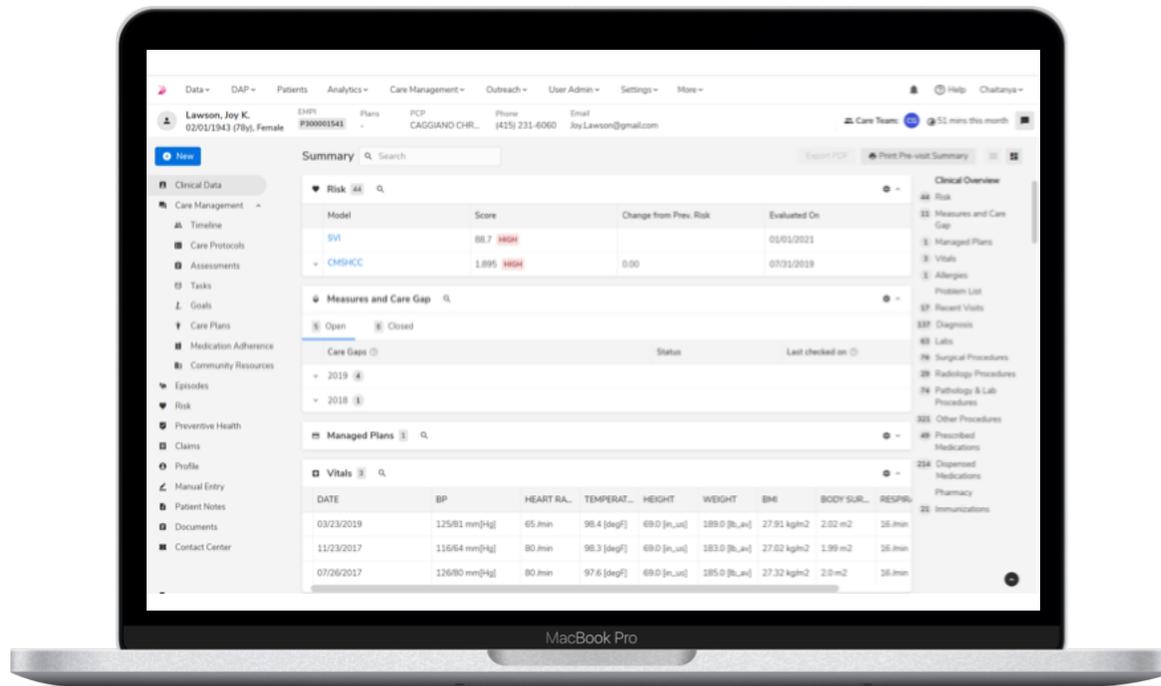
Continuous care and engagement



NEW!

The patient experience, now with **CLINICAL DATA**

Activate unified, personalized patient care using clinical records



Unified patient records can help you:

Know your patients better

Access 360-degree patient charts with more than 20 categories from all possible data sources.

Collaborate better with care stakeholders

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

Leverage 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.

Create customized patient lists

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

Run effective omnichannel campaigns

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

Use patient-contextualized chat functions

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

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

Innovaccer's data-driven insights can help your organization:

Extend care beyond the clinic

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

Get recommendations through our Contact Center

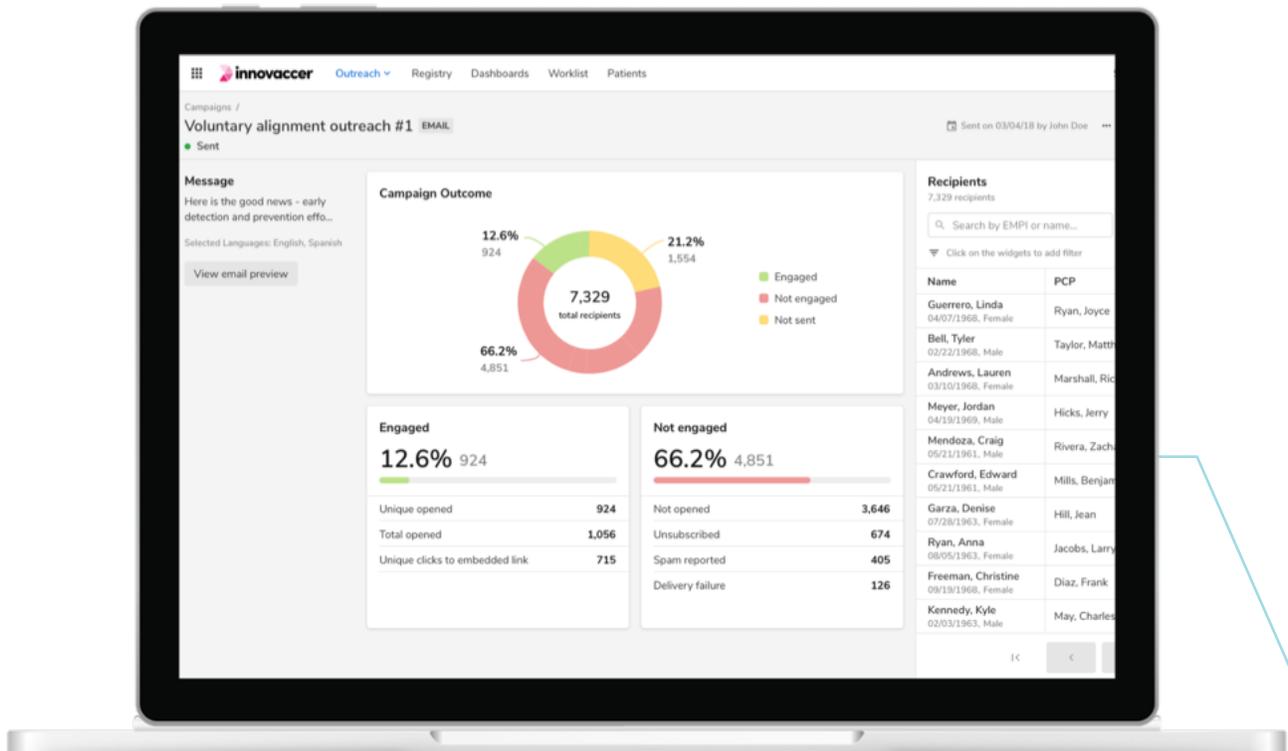
Enable preventive healthcare with personalized alerts based on each patient's medical history.

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

Our robust prebuilt care workflows empower your organization to:

Access point-of-care insights

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

Make outreach smarter with AI and machine learning

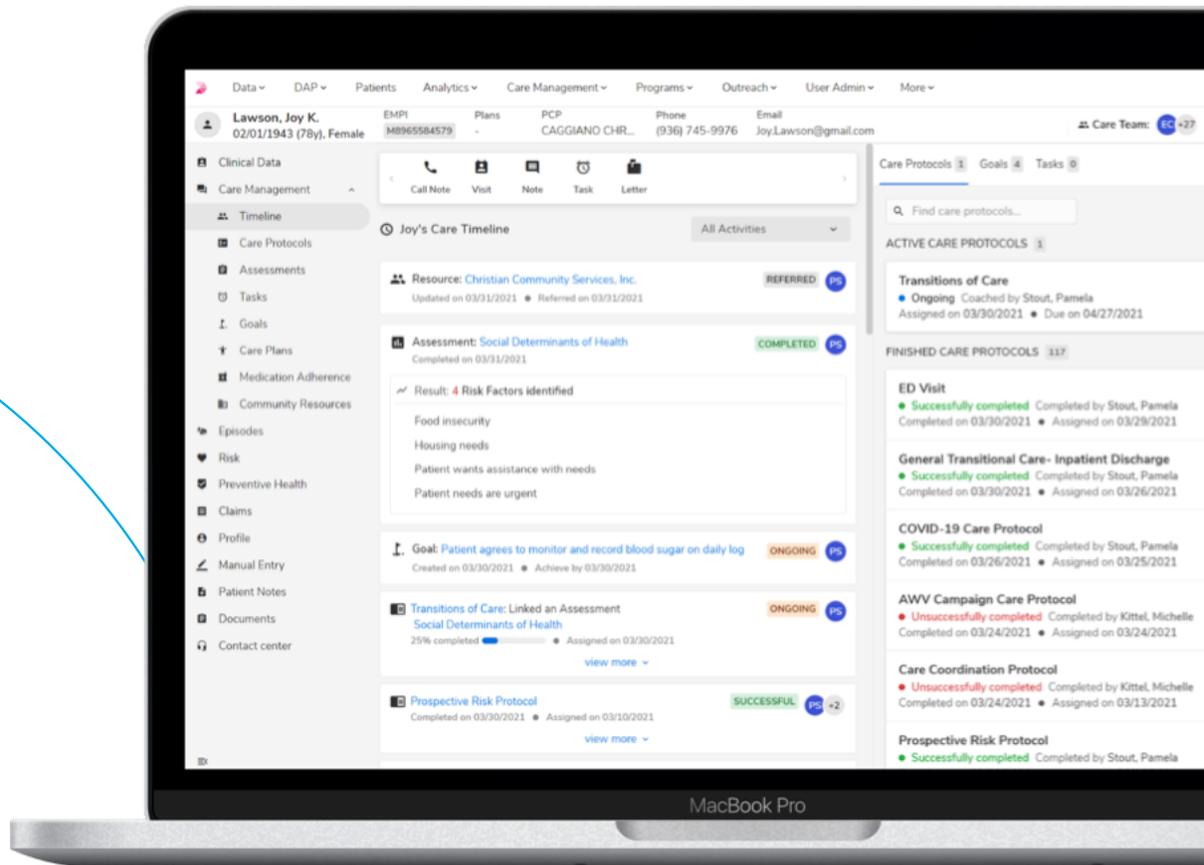
Automate outreach with machine learning algorithms that learn “what works” based on details from your unique patient population.

Enhance operational performance

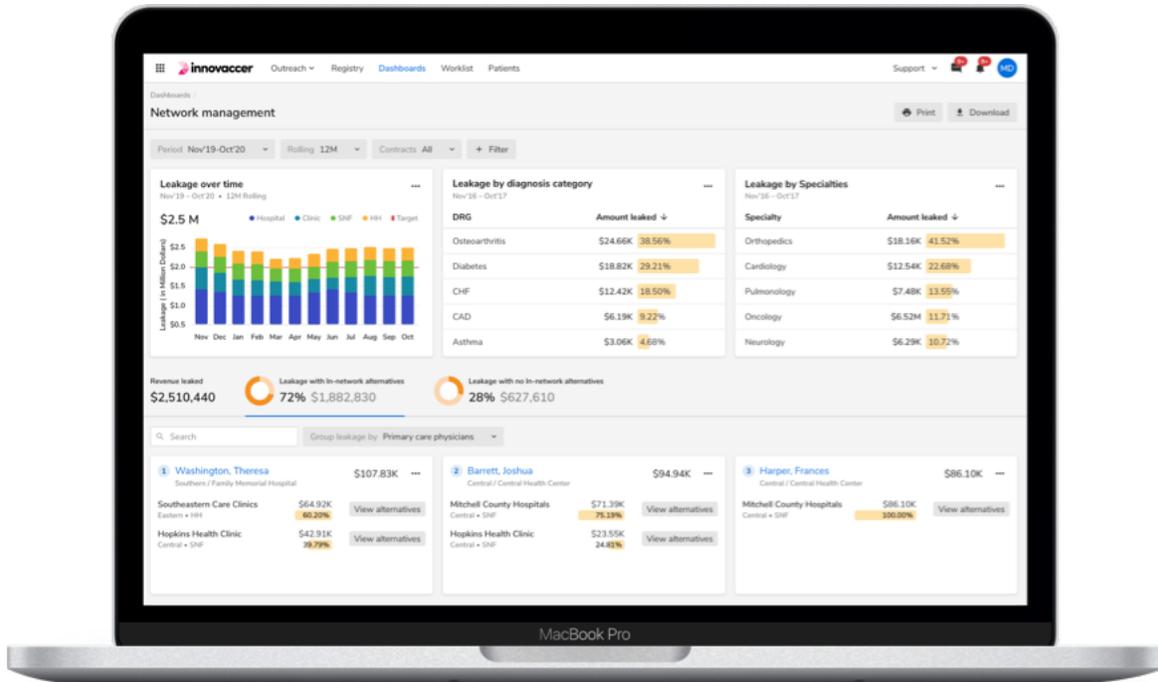
Run automatic workflows that boost productivity and assign tasks across care teams and applications in a shared patient context.

Automate care workflows

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



Create referral workflows your physicians want to use



Innovaccer's PRM solution helps you:

Streamline referrals

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

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 teams need to spend on documentation.

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.

Improve appointment adherence

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

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

Leverage more than 85 prebuilt technology connectors to create a unified patient record, timeline, and worklists with selected attributes.

Enable 24/7 patient support

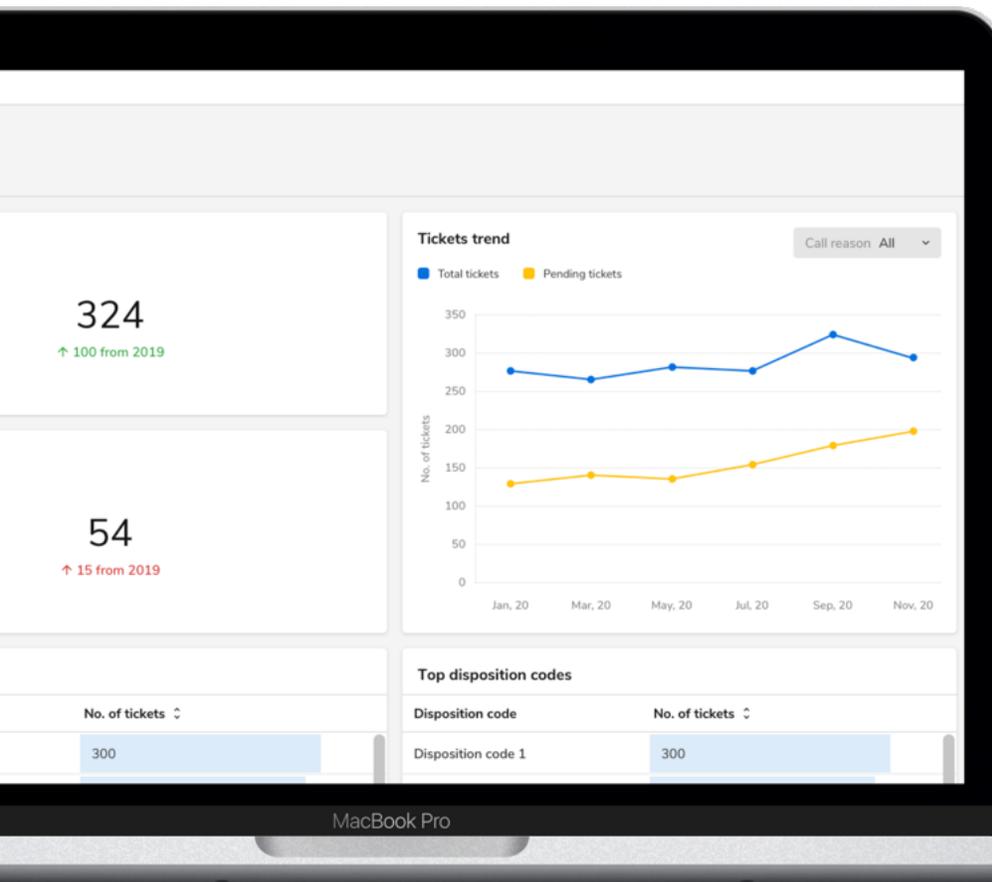
Foster conversations between patients and providers, share assessments, and engage patients with educational healthcare content tailored to their specific clinical, behavioral, and social needs.

Support call center representatives with AI

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

Quickly resolve grievances

Ensure fast and accurate issue resolution with automated task routing.



Innovaccer by the numbers

\$600M+

Healthcare costs saved

37,000

Providers

24M+

Lives

100+

EMRs connected for interoperability

1,000+

Customer locations

3,000+

Interfaces

Awards and Recognition

Gartner

IDC
ANALYZE THE FUTURE

Forbes



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 helping healthcare care as one. The Innovaccer® Health Cloud unifies patient data across systems and settings, and empowers healthcare organizations to rapidly develop scalable, modern applications that improve clinical, operational, and financial outcomes. Innovaccer's solutions have been deployed across more than 1,000 care settings in the U.S., enabling more than 37,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped organizations unify health records for more than 24 million people and generate more than \$600 million in savings. Innovaccer is recognized as a Best in KLAS vendor for 2021 in population health management and is the #1 customer-rated vendor by Black Book.

For more information, please visit innovaccer.com.

