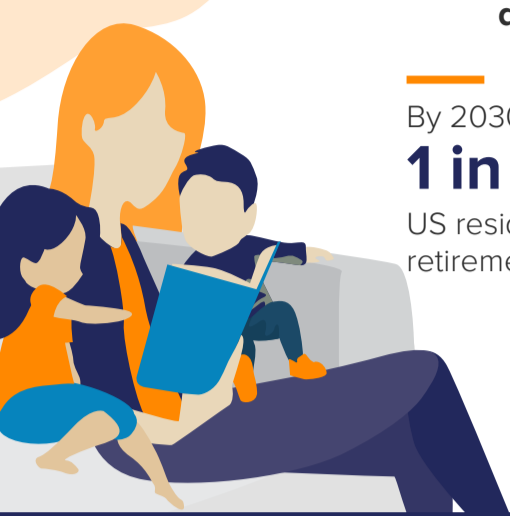# RingCentral

TOP DIGITAL PATIENT EXPECTATIONS FOR YOUR MEDICAL FACILITY

REIMAGINING PATIENT CARE WITH A CLOUD COMMUNICATIONS SOLUTION

Today's patients expect and deserve a better experience with their healthcare providers. Cloud communications solutions offer a win-win for both.

GRAPPLING WITH CHALLENGES

Several important trends are forcing providers to dramatically increase digital capabilities.

By 2030,
1 in every 5
US residents will be retirement age

$6 trillion
estimated US healthcare costs by 2027

To keep costs down, providers need to focus on greater collaboration to improve patient engagement and reduce readmissions—but they're struggling.

$17 billion
spent annually on avoidable hospital trips after Medicare discharge

15%
of Millennials are dissatisfied with providers' responsiveness to patients' post-appointment questions

21%
of Millennials aren't satisfied with wait times and the speed of appointments

The good news is that the pieces are in place to improve patient engagement.

49%
of provider executives say customer experience is a top strategic priority in the next five years

25%
of patients received virtual healthcare in 2018, up from 21% in 2017

46%
of patients used a mobile phone or tablet to manage their health in 2018, up from 36% two years' prior

Cloud communications and collaboration solutions can dramatically improve patient experiences.

50% reduction
in no-show appointments by implementing automated patient reminders

HOW CLOUD COMMUNICATIONS AND COLLABORATION SOLUTIONS CAN REIMAGINE PATIENT AFTERCARE:

Engage patients in follow up

1 While recovering at home, patient experiences a contraindication with pain medication

2 Instead of readmitting, patient calls Patient Care Navigator number and is connected instantly, thanks to contact center

3 Caller ID routes call to specific outpatient contact center agent, who consults with doctor and relays instructions to patient: Take Rx with food. **Resolved in minutes.**

4 Patient launches a live chat (via patient portal) with physiotherapist to ask questions about knee exercises

5 Patient receives automated SMS reminders to fill out the Patient Satisfaction Survey

Improved patient satisfaction

Maximized staff utilization

Faster care coordination

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Get the demo today to explore how RingCentral elevates the patient experience.

Deliver the ideal patient experience. See how cloud communications are transforming healthcare.

RingCentral

[Get the demo]

Sources:
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