



## One Integrated Platform to Manage Patient Access, Intake and Engagement Across Your Entire Care Setting

### **One Partner. One Solution.**

You don't need another vendor. You need one partner that does more. AccuReg EngageCare helps hospitals, health systems and large specialty practices deliver a 21st century patient experience that is safe, intuitive and maximizes net patient revenue. We enable the consolidation of multiple vendors, systems and processes by integrating patient access, intake and engagement into one flexible platform with all the tools you need to satisfy patients, increase volume and optimize staff productivity so you achieve a healthier bottom line.

### **More Safety, Satisfaction and Revenue.**

Patients expect an intuitive digital experience that makes engaging with their care as simple as shopping on Amazon or booking travel on Expedia. EngageCare integrates disjointed systems for patient access, intake and engagement to help your hospital protect and grow revenue as you embrace consumerism and give patients greater safety and control over their healthcare experiences.

Our innovative solution combines the front-end of your revenue cycle with digital patient intake and engagement tools, creating a seamless intuitive experience for staff and patients alike. From automated registration quality assurance and benefit-level eligibility verification that ensures data integrity to online pre-registration, digital check-in and virtual waiting rooms, EngageCare transforms patient experience and the revenue cycle. It's how we all want to engage with care.

## EngageCare™ Hospital

### Patient Access

- Registration Quality Assurance
- Eligibility Verification
- Price Estimation and Payments
- Authorization Management
- Price Transparency
- Identity Verification
- Medical Necessity
- Financial Assistance Screening

## EngageCare™ Patient

### Intake and Engagement

- Patient Online Pre-Registration
- Digital Check-In and Registration
- Appointment Reminders and Alerts
- Digital Forms, Assessments and eSignatures
- Virtual Waiting Room
- Patient Flow and Tracking
- Price Estimation and Payments
- Reporting and Dashboards

At the core of the EngageCare platform is a sophisticated rules engine that is continuously updated and tailored specifically for each customer. It uses automation and artificial intelligence, including robotic process automation (RPA), predictive analytics and machine learning, to identify and prevent issues and errors that cause rework, inefficiency and denials. By doing this at the front of the revenue cycle, problems that increase costs, collections and write-offs are eliminated. At the same time, EngageCare automatically audits 100 percent of patient accounts, checks demographic data, propensity to pay and validates benefit coverage specific to patients' scheduled appointments.

### Outcomes

- Improve Patient Safety, Satisfaction and Loyalty
- Increase Net Revenue and Pre-Service Cash Collections
- Prevent Denials and Avoidable Write-Offs
- Eliminate Cost and Rework
- Redeploy Resources to Higher Priorities
- Enhance Visibility as a Market Leader
- Consolidate and Align Vendors and Systems
- Ensure Data Integrity
- Enable Consumerism and the Digital Experience Patients Demand



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