



## Delivering a better consumer digital experience

Reimagine the patient experience with a mobile-ready, self-service platform

Effectively engaging with patients in today's digital world is essential in order to remain competitive and relevant. Meeting patients where they are — increasingly online via their mobile devices — directly impacts retaining and attracting patients. Booking hotels, dinner reservations or even a haircut can be managed easily on a smartphone, and the digital tools and solutions from Experian Health exist to transform the experience in healthcare, too.

Scheduling appointments and registering online, providing seamless patient estimates or making a payment can all happen on a patient's mobile device. No clipboards, paperwork or confusion around cost of care and payment options.

Experian Health has created a new, digital self-service experience, empowering patients with data-driven tools that make access to care easier. Our platform takes these patient intake activities to deliver one frictionless, convenient experience.

Imagine a platform that can bring scheduling, registration, and payments together in one frictionless, self-service experience.



Contact us for more information  
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# Meet patients where they are

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## 1. Engage

Expand your outreach and engagement efforts to existing patients and help prospect new audiences. We can take targeted outreach lists and deliver automated outreach campaigns — via text or Interactive Voice Response (IVR) — with customized messages and the ability for patients to immediately self-schedule needed care or services.

## 2. Schedule

Give patients the convenience to book and reschedule appointments online on any device, 24-7. With Experian Health's white-label scheduling system, providers can automate their scheduling protocols, ask patients custom qualifying questions and ensure that bookings are accurate across any specialty or service.

## 3. Register

Empower patients to complete registration whenever and wherever they want. Streamlined data entry, benefiting the provider, also offers the capability to collect copays before time of service from their mobile device.

## 4. Secure an estimate

Present personalized price estimates based on the patient's real-time benefit information, the provider's payer-contracted rates and provider pricing. These details can be delivered to patients via mobile device.

## 5. Patient payment and collections

Payment plans are calculated using a provider organization's financial policies, ensuring that customized, reasonable payment options are delivered to the patient from the start. Contactless payments can be made right from the secure, mobile experience, increasing pre-service and point-of-service collections in a consumer friendly way.

Leverage Experian Health's expertise in data and analytics, and access our expanding suite of patient experience solutions to engage your patients with digital, simple and convenient choices that exceed their expectations.

To learn more, visit  
[experianhealth.com/patientexperience](https://experianhealth.com/patientexperience)