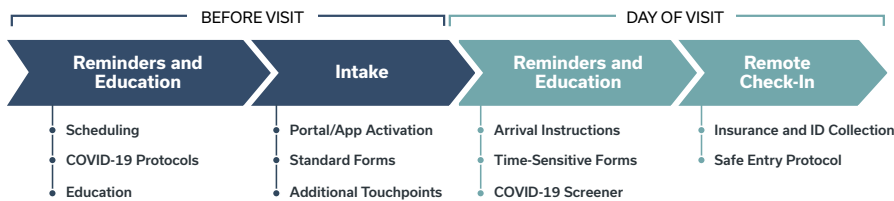


# Automate and personalize the clinic pre-visit experience from scheduling to arrival.

## A New Digital Model

Medical practices face increasing challenges to deliver exceptional patient experience in the face of workforce shortages. Nearly 70% of patients demand more convenient virtual replacements for physical waiting rooms.<sup>1</sup> This presents new opportunities to automate a contactless, smooth prep experience leading up to an appointment. Yet, providers struggle to balance standardization with diverse clinic and visit needs.

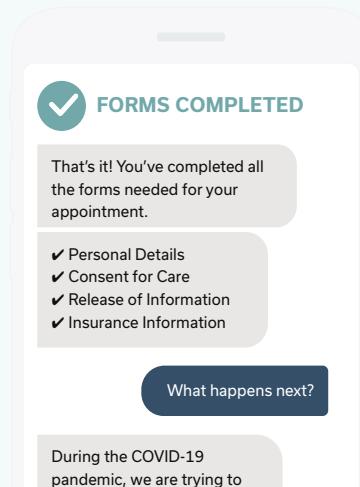
The Virtual Waiting Room delivers a personalized mobile messaging experience that saves time and delights patients. Conversational digital navigators automate pre-visit education, intake, and remote check-in. Clinics improve operational efficiency, reduce Access overhead, and recover revenue from reduced no-shows.



## Solution Capabilities

- › HIPAA-compliant mobile experience; no apps or passwords
- › Automated administrative and clinical intake management
- › Personalized pre-arrival education and instructions
- › Insurance card and driver's license upload
- › Contactless arrival management
- › Highly configurable for clinic and system needs
- › Rapidly integrates with EMR, CRM, and scheduling systems
- › Real-time insights and analytics

## CASE STUDY



### Operational Precision for 3M Encounters Per Year

An Arizona-based integrated delivery network with over 1K+ primary, specialty, and urgent care locations partnered with Lifelink Systems on the largest deployment of automated conversational engagement in the country. The solution powers 4.5M mobile conversations per year, coordinating appointment reminders, intake forms, and patient consent ahead of visits. Pre-visit intake completion has doubled since launch, saving thousands of Access FTE hours.

**↑ 50%**

pre-visit form completion rate

**5K**

intake and access hours saved monthly\*

**80%**

Patient Engagement

**90%**

Patient Satisfaction

\*Timeframe: 5/10/2021-7/10/2021

1 YouGov. The End of the Waiting Room? Survey. 2021.