

# Delivering the Ideal Patient Experience

Executive Presentation

Name, Title

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HEALTHCARE

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# Challenges for healthcare providers



The healthcare industry is focused on **patient outcomes**



**50%** of budgets is spent on **staffing**



**25%** of healthcare **staff time** spent on **coordinating care**

# A frustrating patient experience



- Appointment scheduling **difficulties**



- 85% of **phone calls fail** in healthcare environments



- **Fragmented care** coordination workflows
- **Longer patient treatment** and discharge delays



- **Poor follow-up:** barriers to getting answers
- Leads to re-admissions and **poor patient satisfaction**

# We help clients achieve their strategic care priorities to deliver better outcomes



Improve patient satisfaction

Maximize staff utilization

Speed up care coordination

INSERT CUSTOMER LOGO

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# Delivering the ideal patient experience

Seamless scheduling experience

Faster care, shorter stays

Patients

**WORK AS ONE**

Care team

Secure and flexible platform

Engage patients in follow-up

INSERT CUSTOMER LOGO

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# ChenMed: Improving patient outcomes



Patient satisfaction



Reduced time spent  
in hospital



Abandoned patient  
calls recaptured

“

RingCentral plays a mission-critical role in helping us **build strong relationships with the patients we serve**, while also allowing us to keep their information confidential and secure in accordance with HIPAA.

”

— Hernando Celada, CIO

