



Dash Engage™

Support a Continuous Patient Journey with Targeted, Omni-Channel Communications

As the healthcare industry continues to evolve into the digital age, with new care options and requirements emerging, patients report feeling more responsible for managing their own care. Helping patients easily manage their care journey begins with supporting their need to schedule care and communicate effectively with their provider from the time patients secure an appointment all the way through point-of-care and post-care follow-up.

Simultaneously, providers are faced with staffing challenges, clinical and executive staff shortages, market competition, and overburdened workloads and schedules. Without proper systems in place, these challenges can translate to decreased patient satisfaction and revenue.

Dash is a dynamic patient messaging platform developed to meet the unique needs of healthcare practices, hospitals, and health systems. The platform is designed to deliver a patient-centered approach to engagement—utilizing the power of integrated data mapping to deliver timely messages to patients and providers in a way that matches their current habits and preferences. With Dash, healthcare providers can leverage appointment reminders, secure one-to-one chat, patient account balance messaging, wellness campaigns and more to reduce no-show rates, increase patient engagement and improve clinical and financial outcomes.

Key Features	Value Add
Messenger Chat / Secure Messaging	Reduce call volume, administrative burden and increase patient satisfaction with secure, 2-way HIPAA compliant patient texting.
Appointment Alerts & Reminders	Reduce no-shows and improve revenue with configurable text/SMS, email, and phone call reminders.
Patient Balance Notifications	Send automatic notifications to patients when their bill is ready, via email or text, to accelerate your organization's cash flow and improve time to collect.
Broadcast Messaging	Instantly send mass messages to communicate practice announcements and important updates on demand via secure text/SMS, voice, and email.
Health Campaigns	Target messages to specific patient populations to improve care delays, educate on and manage chronic conditions and encourage compliance with routine care by sending messages via the patient's preferred method.
Surveys	Gather important feedback, understand patient insights, and improve brand reputation with dynamic patient surveys and reporting.