

Preservice Solutions

A COMPREHENSIVE PATIENT
ENGAGEMENT PLATFORM

Inform, educate and enhance
the entire patient journey



Patient Outreach

PRECISE ENGAGEMENT TO START
THE CONVERSATION OFF RIGHT

Personalized communication that sparks patient engagement and self-service



Arrived™ Patient Intake Solutions

SIMPLIFY, UNIFY AND MODERNIZE PATIENT INTAKE

A dynamic set of tools to address the intake process—mixed and matched to fit your workflow



Talksoft™ Appointment Reminders

Preservice communication provides the pathway for intelligent, cohesive messaging that informs, educates, and enhances the patient's journey, while decreasing the administrative burden of patient engagement from the start.

- Intelligent, automated appointment reminders
- Deliver strategically timed messages via phone, text, and email. Engaging and not bombarding. Our reminders listen to your patients and react to their responses.
- Use multiple, automated message types around one encounter including no-show messages and post-appointment instructions
- Send links to view estimate or complete copayment

Talksoft™ Patient Messaging

An array for communication touchpoints that surround the encounter

- **Outreach:** Engage patients when they are due for an appointment (recall messaging), remind them of preventative care schedules, or create targeted messaging for chronic conditions
- **Broadcast:** Send on-demand, mass messaging to patients in the event of weather-related closures or other alerts
- **Lab Notifications:** Automate the delivery of lab results—securely and accurately
- **Patient Surveys:** Receive patient feedback and use this information to benchmark and improve your practice

Two-Way Messaging

Facilitating quick and easy communication between patients and providers.

- Connect with patients through the existing appointment reminder conversation
- Patients can type to respond within the existing text message
- Easy-to-see staff notifications for incoming messages
- Chat History available directly from the patient details of the Activity Report
- Built to work in sync with the Talksoft patient communication platform

Arrived™ Patient Intake

- Any-device compatible—Patients can use their mobile phone, tablet, or computer to access self-service options
- User-friendly, time-saving—Saves time by prepopulating any information available
- A modern interface and a consistent look and feel across all touchpoints, create ease-of-use and familiarity
- Connected back-end technology saves time with one-step log-in and payment information on file
- An intelligent intake process—We use data to understand the patient and tailor the intake process to their unique situation, connecting RevSpring solutions from check-in to preservice payments to create a well-rounded and robust patient experience

Virtual Waiting Room

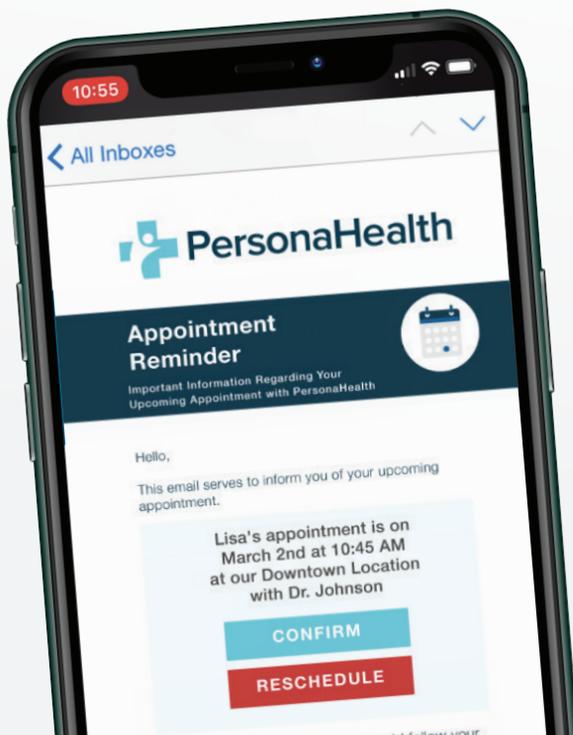
Safe, contactless check-in and payments from the parking lot—and beyond.

- Check-in-anywhere convenience for providers and their patients, along with safer in-person interactions for everyone
- A digital solution that flexes with your practice as needs and policies evolve
- Quick and flexible implementation to reduce physical contact between patients and staff during the current pandemic
- Integration with appointment reminders, copayments, and forms for a connected patient experience

Digital Forms

Reduce the burden on patients and staff and increase accuracy with digital forms.

- Prefilled form fields based on existing system data
- Document upload via device camera (insurance card, driver's license, etc.)
- PDF preview / download
- Resume sessions at any time
- Deliver form links via text and email
- Integration for field-level and document-level postback
- eSignature options, including witness signatures



RevSpring True Access™

FINANCIAL TRANSPARENCY AND ENGAGEMENT

Prepare patients for patient obligations with clarity, consistency and convenience



True Price™

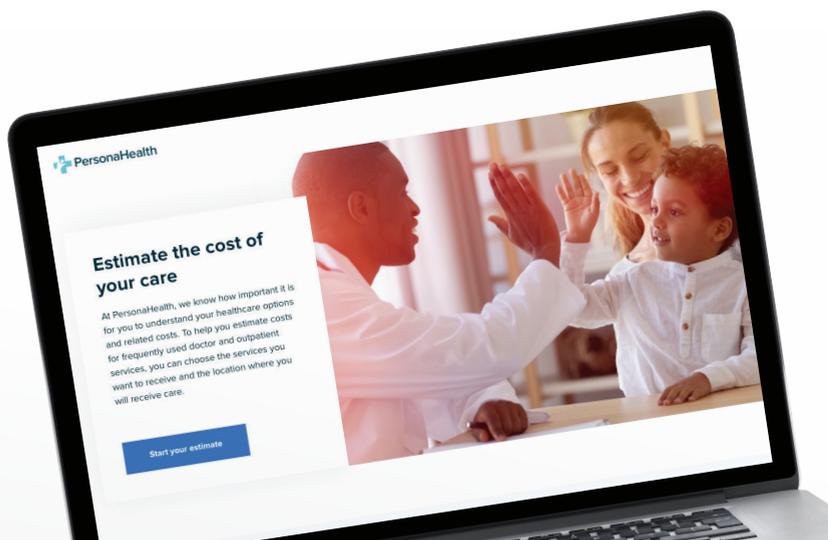
True Price equips healthcare organizations with a consumer-facing healthcare price shopping tool that meets and supersedes the HHS price transparency ruling and provides consumers with an intuitive interface to price healthcare services easily.

- Anonymous price-shopping with no login required or personal data captured
- Grouping of common services “procedure bundles”
- Reporting and tracking of services shopped, number of shoppers, and more
- Creation of the machine-readable all services file and consumer friendly shoppable services file as required by the price transparency regulations

True Estimate™

True Estimate determines the patient’s financial liability by combining the hospital’s chargemaster (CDM) amount, contracted payer rates, and patient’s insurance benefit details to calculate the patient’s financial responsibility after insurance.

- Estimate tracking from start to finish, continually improving accuracy
- Integration and automation with your existing systems and registrar workflow
- Copay amounts included in appointment reminders with an opportunity to pay from the reminder



RevSpring leads the market in financial communications and payment solutions that inspire patients to pay. Since 1981, the company has built the industry’s most comprehensive and impactful suite of patient engagement, communications and payment solutions backed by behavior analysis, propensity-to-pay scoring, contextual messaging and user experience best practices. Using proprietary data analytics to tailor the engagement workflows to fit individual circumstances and preferences, we improve the financial experience and outcomes for providers and their patients.

Disclaimer: The contents of this resource are not intended to serve as legal or any other advice.

