



## Transform the patient experience with a streamlined care and information access center

**Today's healthcare consumers want more from their providers. They want quick access to care and information. They want resolution of their needs the first time they reach out. And they want consistent any-time-of-day-or-night support.**

At Carenet Health, our Patient Service Center approach delivers a premier patient experience while allowing your team to do what they do best: Improve the health of your patients.

Our model is designed as a concierge-level navigation center available to assist patients 24 hours a day. It features a tiered infrastructure that delivers clinical and non-clinical information and care.

**Rethink how patients interact with your organization: Combine the best in patient engagement, virtual care and navigation**

Caret experts have merged the principles of healthcare engagement, telehealth nurse advice and clinical care navigation—collected over 30 years—into one exceptional approach to patient access.

Our industry-leading engagement and advocacy tactics help you lower costs and improve quality and experience, while our renowned clinical support guides and motivates with the utmost compassion.

With each patient call, we leverage a personal approach, streamlined via one number for your patients to call for appointments, general information, pharmacy needs, care advice and more.

The model takes advantage of Carenet's sophisticated Intelligent Engagement® methodology and a flexible technology ecosystem, which includes integration with the electronic health record (EHR).

### **Benefits of our unified and optimized model**

- Gives your patients 24/7 access
- Minimizes burnout and reduces interruptions
- Removes the burden of managing an internal contact center, on-call scheduling and multiple vendors
- Exceeds patient expectations and increases satisfaction
- Offers an unlimited ability to grow, innovate and scale
- Ensures an enterprise-wide strategy that drives efficiencies and best-practice consistency
- Reduces clinical liability
- Serves as a navigational hub for any additional resources of your choice
- Allows you—and those you serve—to experience patient-centricity at its best



## AT A GLANCE | 24-Hour Patient Service Center Model

A warm, automated greeting represents all of your organization’s clinics and directs patients to choose English- or Spanish-speaking assistance.



**Tier 1**  
Non-clinical patient  
service coordinators

This resource tier is made up of customer-service-focused coordinators serving as your virtual, seamlessly integrated, “front desk” office team. The infrastructure looks and feels as if patients are calling clinic locations. The team handles needs such as appointment and transportation scheduling, updating patient information, records requests and referrals. Tier 1 professionals also guide patients to the appropriate next tier for assistance if needed and can make outbound calls for engagement, reminders and callbacks. With concierge-level support, representatives own every request until complete.



**Tier 2**  
Certified  
vocational nurses

This resource tier handles basic clinical requests, such as medication refills and lab results. If a patient needs additional administrative assistance after a Tier 2 service is provided, our vocational nurses can handle those requests without any further transferring. Interactions may also be escalated to Tier 3 at any point.



**Tier 3**  
Registered  
nurses (RNs)

Staffed by nurses with an average of 15 years of clinical experience, Tier 3 is your 24/7 nurse advice and triage solution. Nurses assess symptoms, suggest at-home treatment when appropriate and direct patients to the most suitable level of care, including immediate MD consults if needed. This tier helps to prevent doctor/patient interruptions, avoids staff giving advice above their license and reduces the need for providers on call. If additional administrative assistance is necessary, RNs can help without another transfer—a superior patient experience.

### ACCREDITATIONS



# The Carenet Health difference



average nurse satisfaction rating



of patients are better prepared after interaction



of consumers have needs resolved on first contact



of patients directed to non-emergent resources

19 seconds

average speed to answer

240

# of languages and dialects served

~700

adult and pediatric conditions handled by RNs

- Proven operational excellence, including state-of-the-art workforce management tools
- Robust quality management and performance monitoring programs
- Teams trained in your organizational culture, population sensitivities, motivational conversation techniques and more
- Schmitt-Thompson® Triage Clinical Content guidelines and the robust Healthwise® knowledge base
- Secure and HIPAA-compliant
- No subcontracting, guaranteed continuity in patient interactions

“Carenet is an integral member of our care team and plays a vital role in the delivery of our patient experience. I’ve observed, firsthand, the care and compassion consistently expressed toward our patients as they assist them with their healthcare needs. It warms my heart and makes me proud.”

*Vice President of Patient Experience, Multi-State Healthcare System*



# Carenet Health®

Engaging. For the better.™

## ABOUT US

Carenet Health is the nation's premier healthcare clinical and consumer engagement partner—providing 24/7 telehealth, engagement, clinical support and advocacy solutions on behalf of 250+ health plans, providers, health systems and Fortune 500 companies. More than 86 million healthcare consumers have access to our teams of engagement specialists, care coordinators, registered nurses and other licensed healthcare professionals each year.

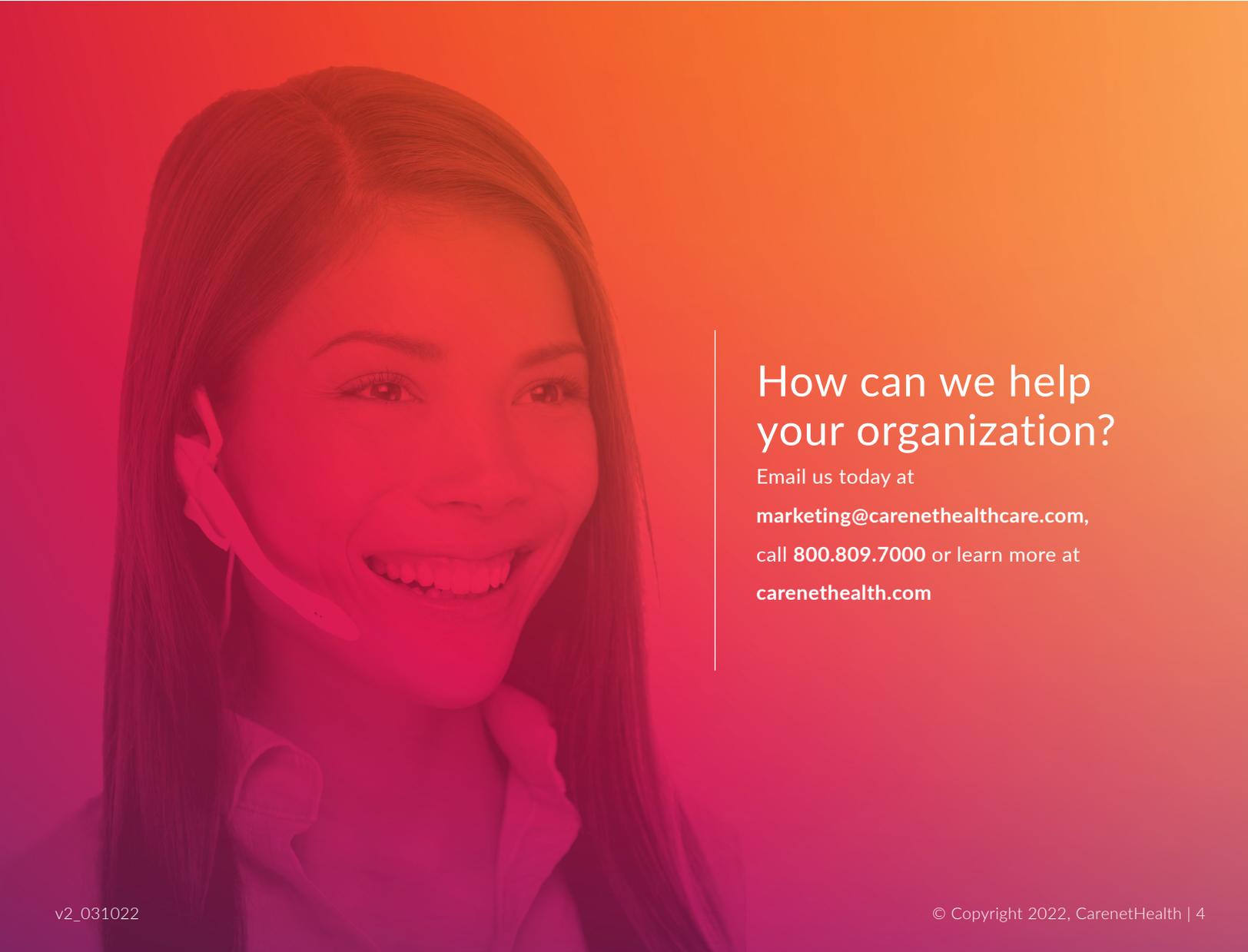
## CHECK OUT OUR ADDITIONAL RESOURCES

**Case studies: Results and ROI**

**Provider solutions at Carenet Health**

**Remote patient monitoring: Improving care, comfort and costs**

**How to find the right-fit advocacy and member services partner**



## How can we help your organization?

Email us today at

[marketing@carenethealthcare.com](mailto:marketing@carenethealthcare.com),

call 800.809.7000 or learn more at

[carenethealth.com](https://www.carenethealth.com)