



Carenet Health®

Engaging. For the better.™

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

Carenet 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).

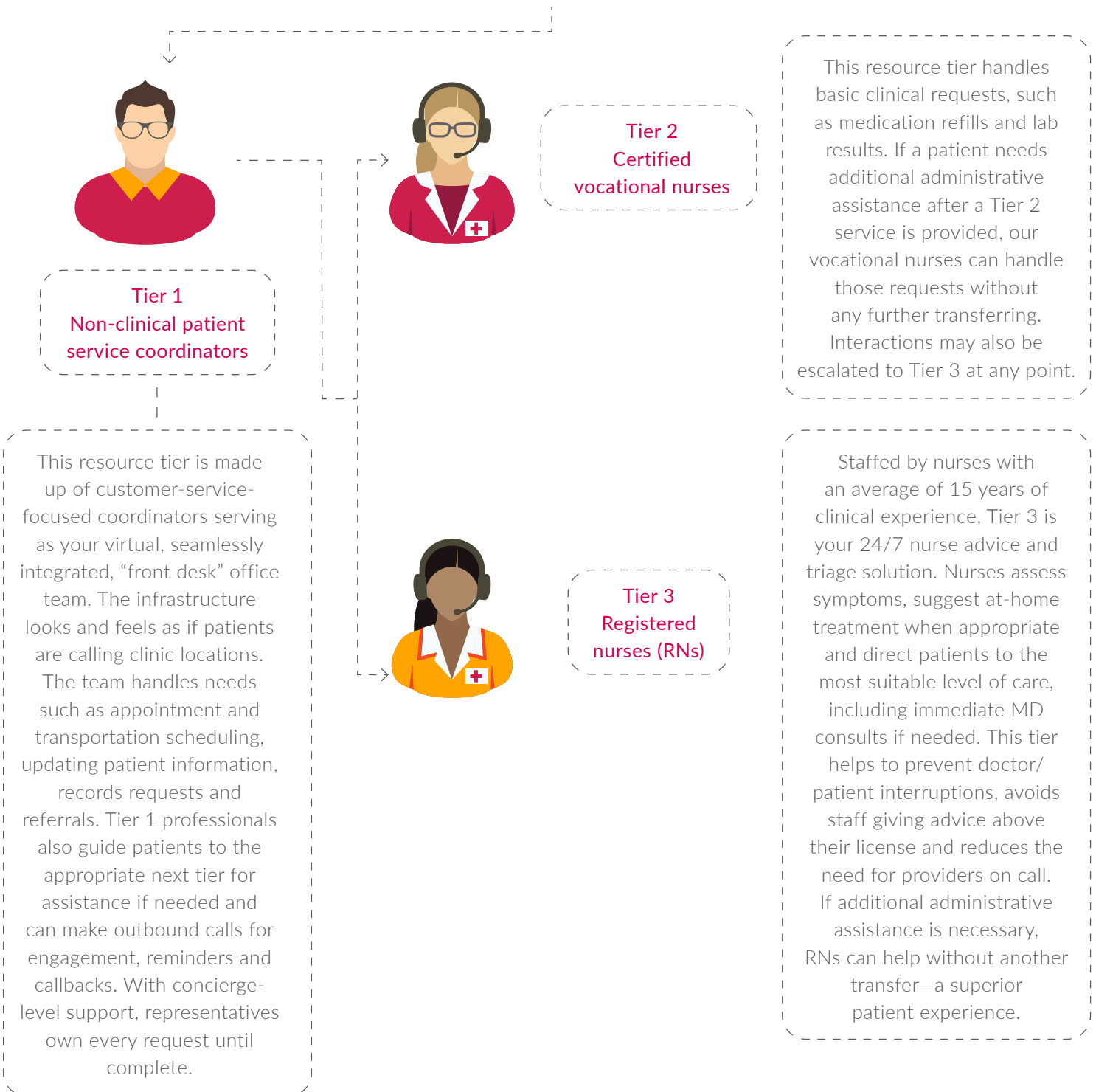
Benefits of our unified and optimized model

- 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.



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



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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,

call 800.809.7000 or learn more at

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