

# Caret Health Acquires Stericycle Communication Solutions, Creating Industry's Most Comprehensive Healthcare Consumer Engagement Company

Acquisition empowers health systems with modern patient experience amidst staffing crisis and shifting patient demands

**SAN ANTONIO (DECEMBER 1, 2022)** – Caret Health, a leading provider of 24/7 and on-demand patient engagement solutions, today announced it has acquired Stericycle Communication Solutions, an industry leader in patient engagement technology and solutions and a service of Stericycle, Inc. (Nasdaq: SRCL), as part of its strategic vision to create a cohesive patient experience and provide better healthcare for all.

The acquisition strengthens Caret's robust capabilities in the payer, healthcare services, and clinical arenas by adding provider-centric technology services including online scheduling platforms, automated messaging solutions, and additional inbound and outbound call center services. The combined entity provides 1 in 3 Americans access to Caret offerings and works with 14 of the top 20 health systems in the U.S., among 1,000 other leading healthcare companies.

“At this critical moment in healthcare, where health systems are working hard to get patients back in the door for needed procedures, we're pleased to be able to provide 24/7 modernized and elevated technology tools with the overall goals of better access, better experiences, better outcomes, and better profitability,” said John Erwin, Caret chief executive officer. “Caret is now the industry's most experienced and comprehensive healthcare consumer engagement company, delivering dynamic integrated solutions that support the ongoing shift to value-based care.”

In addition to Caret's Intelligent Engagement™ clinical and telehealth services, Caret's offerings now include:

- Best-in-class Intelligent Scheduling solution, built on the InQuicker™ scheduling platform, that enables patients to convert at the moment of intent
- Broadest and deepest EHR/EMR integrated solution in the marketplace
- Award-winning SaaS digital and automation platforms with natural language processing and multi-language capabilities
- Partnerships with leading health-tech innovators, including leading search platforms
- Fully API-enabled enterprise platform

Caret's Matt Dickson, formerly senior vice president at Stericycle Communication Solutions, said the deal is a great fit for both companies.

“The acquisition creates an enhanced and powerful end-to-end clinical solution for payers, providers, and healthcare partners that eliminates costly handoffs and multi-vendor management headaches,” Dickson said. “Additionally, our hospital and health system customers will continue to receive the top-notch service they expect while also benefiting from Carenet’s deep clinical expertise and resources. The strategic marriage of tech-enabled communications and expert human capital is a recipe for success during this time of worker shortages, delayed care, and heightened interest in non-traditional venues of healthcare.”

Caretnet’s enhanced portfolio brings together a human touch to patient engagement and innovative technology solutions to deliver meaningful improvements to patient experience and health outcomes while strengthening provider, payer, and healthcare partner successes.

“We’re excited to build on our more than 30 years of expertise by exponentially improving our ability to modernize and optimize the delivery of the healthcare consumer experience across the entire patient engagement journey,” said Mick Mazour, Carenet president. “It’s an essential moment in time for healthcare, and we’re well-positioned to answer the industry’s call for better healthcare for all.”

### **About Carenet Health**

Caretnet Health is the industry’s leading healthcare consumer engagement company, providing member and patient engagement, clinical support, virtual care, online scheduling, and advocacy solutions for providers, payers, and partners. One in three Americans have access to Carenet’s services. The global company is headquartered in San Antonio, Texas. For more information, please visit [carenethealth.com](https://www.carenethealth.com).

### **About Stericycle Communication Solutions**

Stericycle Communication Solutions is an industry leading provider of patient engagement solutions, providing online scheduling, automated messaging, and strategic inbound and outbound call center services to drive patient access, action and adherence. Combining a human touch with innovative technologies, Stericycle Communication Solutions delivers a comprehensive patient engagement platform that helps clients acquire and retain patients, achieve higher customer satisfaction rates, enhance their brands and grow revenue. For more information, visit [stericyclecommunications.com](https://www.stericyclecommunications.com).

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