

# Start the Patient Journey with Accuracy, Clarity, and Confidence

EngageIQ Pre-Care solves the traditional pain points at preservice by engaging your clients' patients through intelligent messaging that brings them in the door with accurate registration data.

Automated engagement increases upfront collections while streamlining check-in flow for their staff with the help of OCR—optical character recognition—technology.

RevSpring's flexible partnership models meet healthcare organizations where they are: consolidating vendors to cut costs and build a more connected experience. Add full revenue cycle capabilities or targeted patient engagement and payment solutions without redundancy. A win for your organization, and for the providers and patients we serve together.



## INCREASED

- Data accuracy
- Consent capture
- Upfront collections
- Compliance
- Patient satisfaction



## DECREASED

- Paper costs
- Staffing costs
- Missing data
- Patient calls
- Patient no-shows

# Connected solutions across every interaction

Only RevSpring offers connected solutions that carry your clients' patients through all interactions with a consistent and personalized experience. Combining patient intake and patient access tools provides the dual benefits of a workflow solution for your clients' registration staff and an engagement solution for their patients.

*Most vendors serve only one side well.*

RevSpring combines the power and intelligence of both for a connected pre-care experience that works for your clients' patients and staff alike.

## TWO TOOLS, ONE EXPERIENCE



### Patient Access

A workflow solution for your clients' registration staff.



### Patient Intake

An engagement solution for your clients' patients.

## RECOGNIZED BY KLAS

**The only vendor competing across patient communication, patient financial engagement, and patient access.**

### #1 Patient Financial Engagement

2026 and 2025 Best in KLAS · PersonaPay™

### #1 Patient Communication

2024 Best in KLAS · Talksoft™

## BUILD TRUST WITH INTELLIGENT MESSAGING

From appointment reminders to patient surveys, our solutions offer intelligent, cohesive messaging that informs and enhances the patient's journey.



### Automated reminders

Personalized by phone, text and email.



### Pre-care portal links

Forms, estimates and payments in one place.



### Auto-response

Additional instructions sent back instantly.



### Two-way messaging

Between patient and registration staff.

## PATIENT COMMUNICATIONS

Patients are unique individuals who prefer communicating in different ways. Our patient communication solutions include built-in intelligence to understand at the patient level—so providers are empowered to use the channel most effective at promoting a faster response. Not surprisingly, this also increases patient satisfaction.

# One reminder opens the whole pre-care path

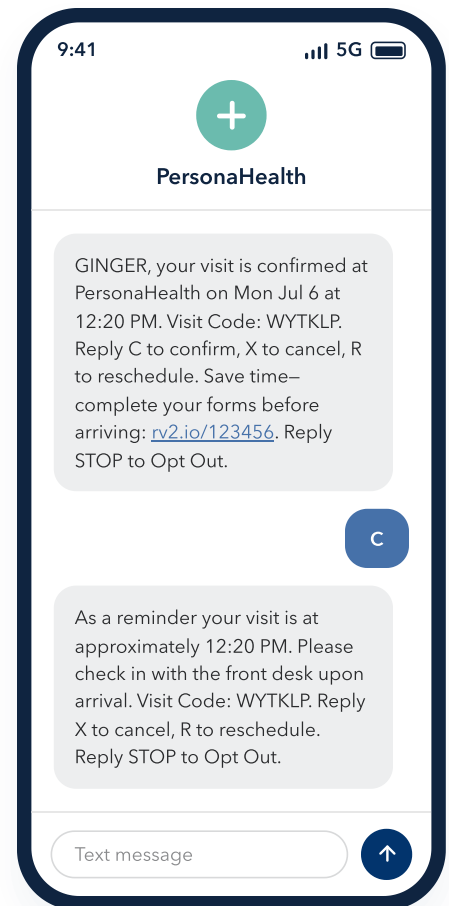
Reminders carry access to a pre-care patient portal where patients move into intake to complete forms, give consent, supply insurance and financial information, review estimates and pay—freeing staff time for more complex scheduling and engagement needs.

## PATIENT SELF-SCHEDULING

When it comes to what patients desire in a self-service experience, self-scheduling is at the top of the list. Reduce office call volume by allowing patients to book appointments online, all while your clients keep control of their schedule. Combined with campaigns for patients due for a visit, scheduling becomes a powerful tool to keep your clients' calendar full and their patients engaged.

Across all age groups, the majority of patients would prefer to complete forms digitally—even those 65+

REVSPRING 2023 VOICE OF THE PATIENT SURVEY



Reminders open a connected path—from scheduling to check-in.

## ONE EXPERIENCE, EVERY CHANNEL



### Phone

Automated reminder calls



### Text

Two-way SMS with staff



### Email

Reminders and instructions



### Portal

Pre-care intake and payment



### Web

Self-scheduling and price shopping

# Gather accurate information before the patient arrives

## DIGITAL FORMS

### Ditch the clipboard

It's time to reduce the burden on patients and staff with digital forms. The experience is smooth and simple with dynamic form organization and integrations that pre-fill the form with any known information.

Your clients can collect consent and eSignatures quickly and easily, delighting their patients with a self-serve experience that eases the check-in burden—before anyone reaches the front desk.



#### Optical Character Recognition

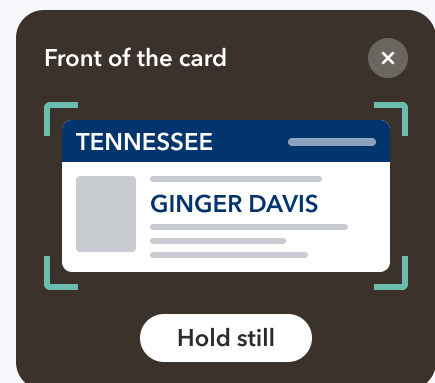
Drive accuracy from the start by capturing critical patient information—such as details from drivers' licenses and insurance cards—with the camera on a patient's personal device. RevSpring pulls that information from the images and uses it to prefill digital forms.



## INSIDE THE WORKFLOW

### How does OCR work?

- 1 **CAPTURE**  
Using the camera on a personal device, patients upload images such as drivers' licenses and medical insurance cards.
- 2 **CONVERT**  
OCR scans the images and converts the content to structured text.
- 3 **CONFIGURE**  
The process is configured to the provider's needs, so the gathered information precisely fulfills specific data requirements.



#### Why use OCR?

- ✓ **Increases accuracy** of collected patient information.
- ✓ **Saves time** and adds convenience for patients.
- ✓ **Reduces administrative burden** on staff during preservice registration.

# Financial transparency, before the visit

## PRE-CARE PAYMENTS

With the best-in-the-market payment portal available to you as a RevSpring partner, we understand the power of connection. We have connected the front-end payment experience so your clients' patients and their staff can access robust payment technology—including hassle-free billing adjustments for all pre-care needs—allowing your clients to confidently collect preservice balances.

30% ➤ 70%

The chance a patient pays when costs are communicated before a procedure.

## PATIENT ACCESS

### Informed financial conversations, finally within reach

Our patient access tools support four critical areas that clear your clients' patients financially before the visit—fast, simple and accurate resolution of patient accounts prior to service.



#### Coverage determination

Eligibility and benefits verified before the visit.



#### Claim denial prevention

Catch the data gaps that turn into denials downstream.



#### Financial readiness

Readiness scoring and increased upfront collections.



#### Tools for staff

Workflows and reporting built for the registration team.

## PRICE SHOPPING

The HHS price transparency ruling requires hospitals to provide patients with clear, accessible information about their standard payer-specific charges for the items and services they provide. But in many cases that information isn't user-friendly.

Meet and exceed the requirements of price transparency with an intuitive interface that lets patients easily price healthcare services—before they ever pick up the phone.

#### ESTIMATE FOR YOUR VISIT

**\$240.00**

[Pay now](#)

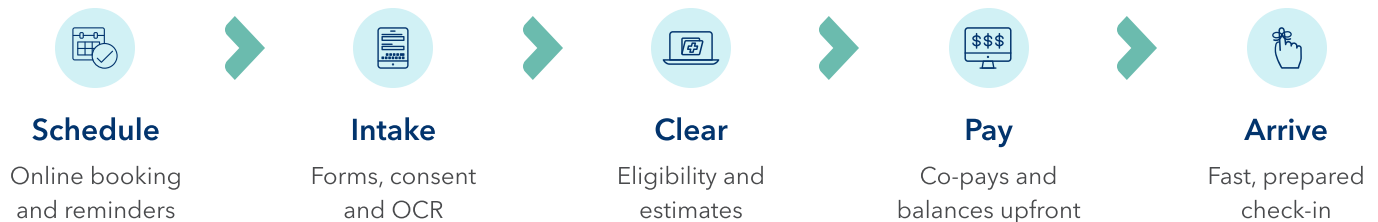
[Set up a payment plan](#)

## Drive accuracy and trust from the start

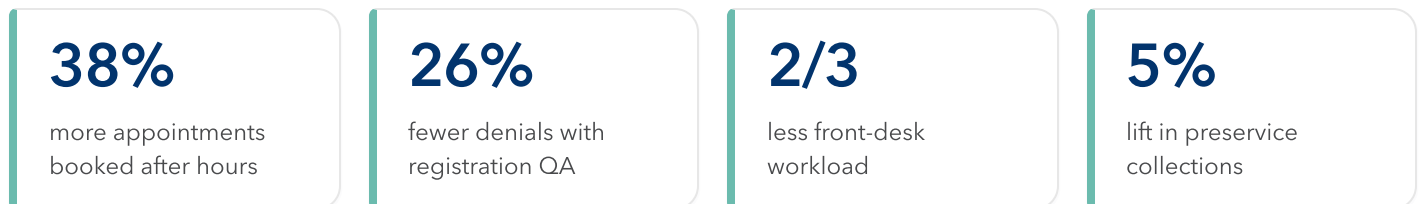
When it comes to preservice, it's all about setting the stage for a great patient experience. Taking the time to understand patients and respond in ways that show care is a financially smart move for your clients.

Invest in personalized preservice engagement and patients reward your clients with increased loyalty. Personalized, precise and connected communications become the starting point for a patient-powered experience that delights.

### THE PRE-CARE JOURNEY, END TO END



### PROVEN RESULTS



Representative outcomes from RevSpring clients.

## A Connected Patient Experience for Your Clients

With the right RevSpring partnership model, your clients can deliver a patient journey that feels consistent, personal, and truly empathetic at every turn. Reach out today and we'll find the partnership that works best for you, so we can grow together.



### See it in action

Contact us today for a personalized demo of EngageIQ Pre-Care and see what preservice can do for your clients' patients and their staff.

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