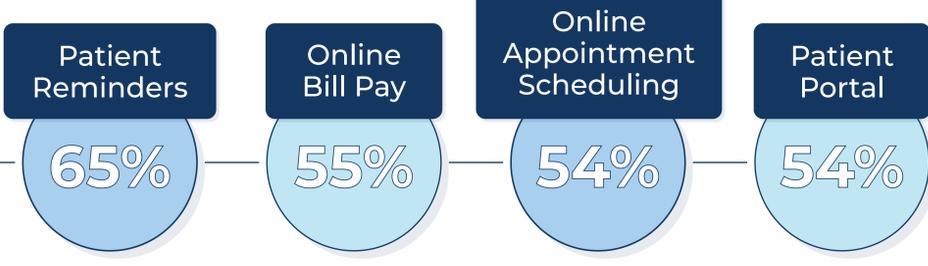


# What Patients Want From Providers

In a virtual care solution

In a 2021 survey of over 2,000 American adults, the following percentages of respondents said that these were the most important technology solutions for a healthcare provider to offer patients:



## THE MOST IMPORTANT TECH THAT PATIENTS ARE LOOKING FOR

**3 out of 4 U.S. consumers wish their healthcare experiences were more personalized.**

By its very nature, a single, comprehensive communications platform offers just that—a more personalized, engaging healthcare experience.

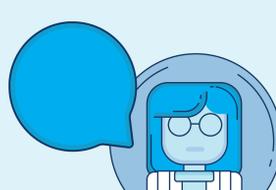


**Most Americans say convenient communication is the most important part of creating a good patient experience.**

Secure texting and other telehealth solutions are great for establishing a more direct level of communication between patients and providers. Meet your patients where they are - on their phones.

**Half of patients expect to have direct access to a healthcare provider for any pressing questions or concerns.**

Virtual care solutions enable direct-messaging between patients and providers online or by text, as well as by phone.



**Appointment no-shows cost the U.S. healthcare industry an estimated \$1.5 billion per year.**

Communication across the healthcare consumer journey is shown to reduce appointment no-shows, improving revenue.

## WHAT TO LOOK FOR IN A VIRTUAL CARE SOLUTION.

Every practice is different, and it's important to find a virtual care solution that fits your unique needs. As you compare products, look for a solution that includes:



### Video Chat

Increase your patients' access to care in a safe, secure, easy-to-use, and efficient way.



### HIPAA-Compliant Secure Texting & SMS

Reduce no-shows and cut down on phone tag by communication with patients where they are—on their phones.



### Electronic Forms

Skip the paper and capture patient information instantly.



### Broadcasting

Quickly and efficiently share information with all your patients, or message specific segments set by customizable criteria.



### Patient Portal

Create a secure, organized area for patients to access information about upcoming appointments, medical records, and bill payments.



### Online Scheduling

Simplify your scheduling workflow by letting patients set their own appointments online.



### Bill Pay

Get paid faster and make things more convenient for patients by accepting payments online.

## READY TO LEARN MORE?

The Updox team is ready to help you see how virtual care can help your practice reduce operating costs, drive more revenue, and increase patient engagement. [Get in touch today!](#)