

CARECONNECT Deloitte Digital Healthcare Solution

An intuitive and collaborative approach to healthcare.



Hospitals and health systems are constantly striving for provide outstanding patient-centered care. However, the explosion of clinical data across an increasing number of clinical and non-clinical systems has made this achievement seem unattainable to many.

Deloitte Digital's CareConnect solution can make patient-centered care a reality by providing a full-service solution to digital patient engagement, helping hospitals and health systems to acquire more patients, retain existing patients, and improve care outcomes. The solution is powered by MuleSoft, which supplies the connectivity between clinical and non-clinical systems necessary to support superior digital engagement.

With CareConnect we are helping enable provider organizations to proactively engage their patients, resulting in a number of direct and indirect benefits. And, as provider organizations adapt to changing consumer preferences, they can also realize significant opportunities for increasing revenue and reducing costs.

Key Potential Benefits:

- **Increased scalability** - Our cloud solution provides a scalable, long-term solution to patient engagement challenges.
- **Reduced operating costs** - Technology-enabled business processes and automation improve physician and staff efficiency.
- **Improved patient acquisition** - Digital engagement channels and self-service appointment scheduling differentiate against competition.
- **Reduced patient churn** - Streamlined customer service experience and digital referral management solutions help reduce patient attrition.
- **Improved care outcomes** - Proactive care management through mobile applications and medical devices enable more effective preventive care.
- **Refined strategic direction** - Deloitte's deep healthcare sector experience helps hospitals and health systems navigate through industry disruption.
- **Improved agility** - Application has been designed and built in a way to allow for quick and efficient modifications as required with minimal disruption to the end-user community.

A New Era in Healthcare - *It used to be simple.*

Get health insurance, visit doctors, do what they say and pay what it costs. Modern patients already arm themselves with self-service research. To be competitive, healthcare providers need to address increasingly public consumer perceptions of quality, convenience, and affordability.



To learn more, please contact a member of the solution team, or visit www.deloitte.com/us/mulesoft.

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Patients demand transparency, ease of use, and a streamlined experience.