

# Nexus Patient Hospitality Services for Healthcare

Like all businesses, customers are core to a healthcare organization's success. In healthcare, however, customers are patients and the services provided impact lives. As a result, improving the patient experience leads to better patient outcomes, higher quality care, and a sustainable business model for healthcare providers.



Leveraging its industry expertise and technical leadership, Nexus helps healthcare organizations improve their patient experience by **Increasing the Quality of Patient Care and Improving Patient Interaction and Services** throughout the entire healthcare process.

## Increased Quality of Care

Healthcare workers have the largest impact on the overall patient experience. When they can access patient records and health content at the point of care, patient records are updated in real-time. Patients are provided with high quality information about their treatment and the risk of errors is reduced.

Additionally, collaborating with remote specialists or communicating with other members of the care team more effectively increases the care provided, improves patient outcomes, and saves time for both the patients and healthcare workers.

## Improve Patient Interaction and Services

Every interaction with the provider, from scheduling initial consultations through final billing, and insurance coverage, impacts the patient experience. Patient services during clinic visits and hospital stays such as wireless access, media entertainment and communications systems also contribute to patient satisfaction.

## Improving Patient and Provider Satisfaction

Through Nexus' Patient Hospitality Services, Nexus helps healthcare organizations increase their patient satisfaction by:

- Connecting patients and care teams quickly and efficiently through single number reach, mobile device support, nurse call applications, and automated appointment reminders
- Providing anywhere, anytime access to patient and health care content at the point of care through secure, mobile solutions, and applications
- Creating enhanced patient services such as wireless access, health content delivery, and easy to use in-room communication systems utilizing Unified Communications and Digital Media Systems
- Enabling care management and out-reach programs to help patients proactively manage their health and stay informed through tightly integrated customer interaction solutions

To learn how Nexus' Patient Hospitality Services can help you increase patient and provider satisfaction, please visit: [www.nexusis.com/healthcare.asp](http://www.nexusis.com/healthcare.asp).

