

HEALTHCARE INDUSTRY USE CASE

THE HEALTHCARE INDUSTRY

The healthcare industry is undergoing a transformative shift, placing greater emphasis on improving patient services, enhancing the customer journey, and optimizing communication. Recognizing the importance of patient-centered care, healthcare providers are adopting innovative strategies to streamline processes, personalize experiences, and foster better engagement.

From leveraging technology for efficient appointment scheduling and remote consultations to implementing robust communication channels for seamless interactions, the focus is on creating a more patient-centric healthcare ecosystem.

By prioritizing these aspects, the industry aims to not only enhance the overall quality of care but also empower individuals to take an active role in their healthcare journey.

THE SOLUTION

Streamlining administrative processes and empowering patients can enhance operational efficiency, allowing the healthcare sector to expand its medical service offerings effectively.



Family/Caregiver

- Better informed of patient's condition to provide stronger support
- Reminder of hospital bills to avoid late payment penalties
- Notification of emergencies help caregivers decide a best course of action quickly



Healthcare Institution

- Build a community of trust and care conducive to health
- Clearer overall visibility for internal communications
- Greater overall efficiency with better information dissemination



Patients

- Improved, interactive healthcare service
- Ready access to healthcare information
- Greater convenience in scheduling appointments



Medical Personnel

- Improved response time to patients and emergencies
- Less administrative hassle with automated workflow
- Improved staff productivity



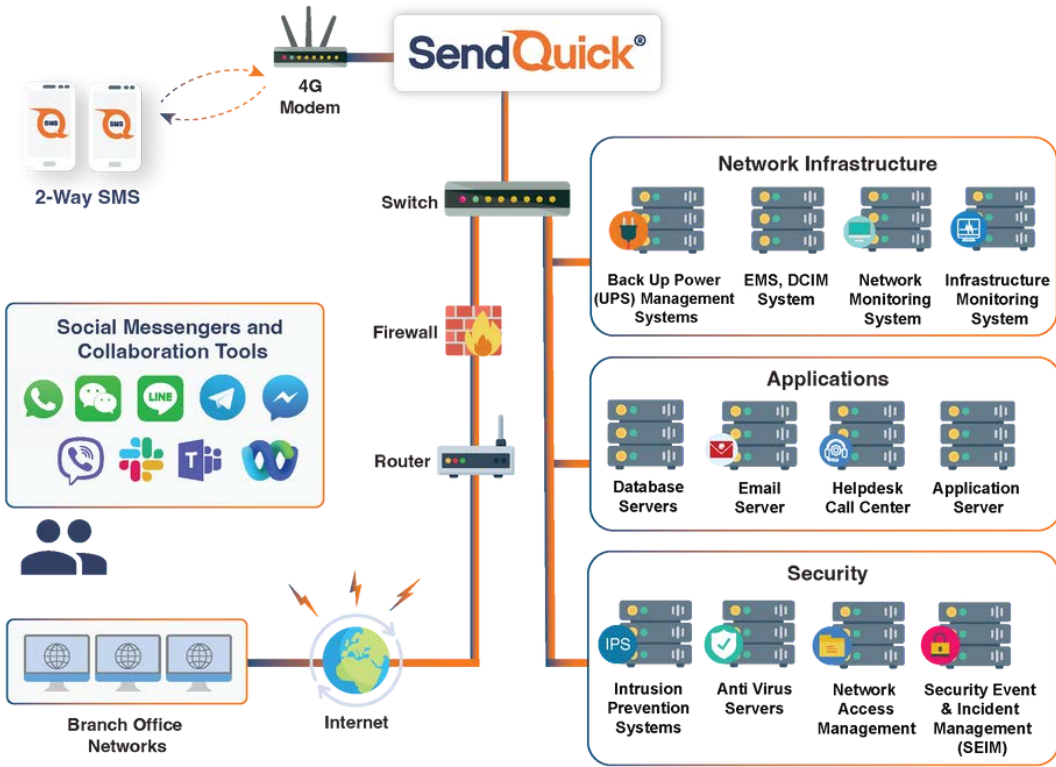
CHALLENGES IN HEALTHCARE INDUSTRY

The healthcare industry's emphasis on precise service delivery places strain on its manpower and resources, presenting a challenge to delivering quality patient care.

These challenges include manual notification reminders, and information dissemination by support staff, leading to tedious processes. Additionally, the absence of automation in critical operations can impede efficiency. Communication is another hurdle, as addressing inquiries and providing information through multiple channels becomes very time-consuming.

To address these challenges effectively, a reliable and robust IT solution like SendQuick proves to be the ideal choice.

THE HEALTHCARE INDUSTRY EXPERIENCE WITH SENDQUICK



SendQuick is the ideal healthcare industry solution that necessitates efficient appointment scheduling and remote consultations to implementing robust communication channels for seamless interactions to create a more patient-centric healthcare ecosystem.



Reduce Administrative Bottlenecks

Our solutions automate operations, removing administrative bottlenecks and freeing up resources for quality patient care. Additionally, SendQuick seamlessly integrates with various enterprise applications to enhance communication.



Implement Remote Patient Care Services

We collaborate with your Patient Care System to schedule and send reminders for medication, prescription refills, appointments for medical reviews, and more. SendQuick solutions promptly receive patient feedback and concerns for immediate action.



Improve Patient Experience

Our solutions employ rule-based escalation, delegation, and follow-through, fostering patient self-sufficiency and ensuring prompt attention. With SendQuick's plug-and-play functionality, deployment is effortless, resulting in a low total cost of ownership.



Protect Patient's Confidentiality

The SendQuick platform operates independently of the internet, thereby mitigating the risk of cyber threats. Additionally, our authentication solution enhances patient confidentiality, particularly during online payments or when accessing sensitive medical information.



Activating Emergency Medical Services By Texting

Our solutions aid in mobilizing emergency services when verbal communication is not feasible. SendQuick enables direct and instant exchange of information via two-way messaging on mobile phones.



Promoting and Marketing Healthcare Services

The SendQuick platform seamlessly integrates with your Patient Relationship Management system for text updates, appointment setups and reminders, and recommended actions. It also serves as a marketing tool to promote services to patients and their next-of-kin.

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