

UNIFY YOUR HEALTHCARE DATA

3 STEPS TO BETTER CUSTOMER CARE ❤️

Healthcare is in the midst of **massive digital change** with the goal of improving care.

IMPROVE PATIENT OUTCOMES

The industry must determine how to apply new technologies to integrate and improve the complex IT systems at the foundation of customer care.



To improve these “systems behind the smiles,” healthcare technology professionals should focus on the **benefits of a low-code automation platform** to transform and innovate care delivery.

BEST PRACTICES

1 DRIVE COLLABORATION EFFICIENCIES

- ✓ Align with the shift from **volume to value-based healthcare**, which ultimately leads to lower costs.
- ✓ Create **patient-focused care** that keeps patients and providers informed of the people, data, and events throughout treatment.
- ✓ Eliminate **errors, redundancy, and rework** to improve quality of care and address cost demands.



2 EXTEND PROCESSES IN THE EXISTING INFRASTRUCTURE



- ✓ Use new **digital technologies** to ensure all stakeholders are informed of new health plan products and services.
- ✓ Integrate with **legacy systems** to create the proper workflow, deliver workflow transparency, and unify data.

3 UNIFY DATA FOR IMPROVED QUALITY

- ✓ Ensure more **accurate information** with integrated patient-centric views.
- ✓ Enable **greater efficiency** with transparent reporting and performance dashboards.
- ✓ Improve the **coordination** of provider networks and directory information.



Appian, the leader in low-code automation, helps healthcare organizations develop powerful applications that bring their individual systems and data together.

THE RESULT? FLEXIBILITY TO ADDRESS THE CHANGING NEEDS OF HEALTHCARE DELIVERY.

Appian