



Optimizing Patient Care & Triage Solutions

PRESENTED BY:

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Agenda

- Vonage in Healthcare
- Identifying the Challenges of Payer and Provider
- Solving the Challenges
- Impact to Patient Journey
- Q & A



Adam Sayles
Enterprise Account
Executive

Vonage Snapshot

COMPANY FOUNDED
HEADQUARTERS: HOLMDEL, NJ

2001

EMPLOYEES
WORLDWIDE

2,200+

ANNUAL
REVENUE

\$1B+

REGISTERED
USERS

800K+

PATENTS WITH
150 PENDING

200+

STRATEGIC ACQUISITIONS
IN 5 YEARS

\$1B

MINUTES & MESSAGES
TERMINATED ANNUALLY

20B

GLOBAL FOOTPRINT
OF LOCAL OFFICES

36

Awards



FROST
&
SULLIVAN



451 Research
FIRESTARTER



Gartner
Magic Quadrant



Aragon
Research



Agility Aligning to the HLS Enterprise

Vonage owns the entire Technology Stack, end-to-end. We create patients for life, by empowering HLS customers to innovate and evolve with full control at their own pace. All of this is accomplished while optimizing the existing tools/technologies of the enterprise.

Vonage Communications Platform

Programmable APIs

Global Carrier Network

Global Footprint

Cloud Infrastructure

Third party integrations

Applications

Unified Communications & Contact Center

Communications APIs

CPaaS Programmable Communications

Best of both

Customize Apps using APIs

Healthcare Priorities



Today

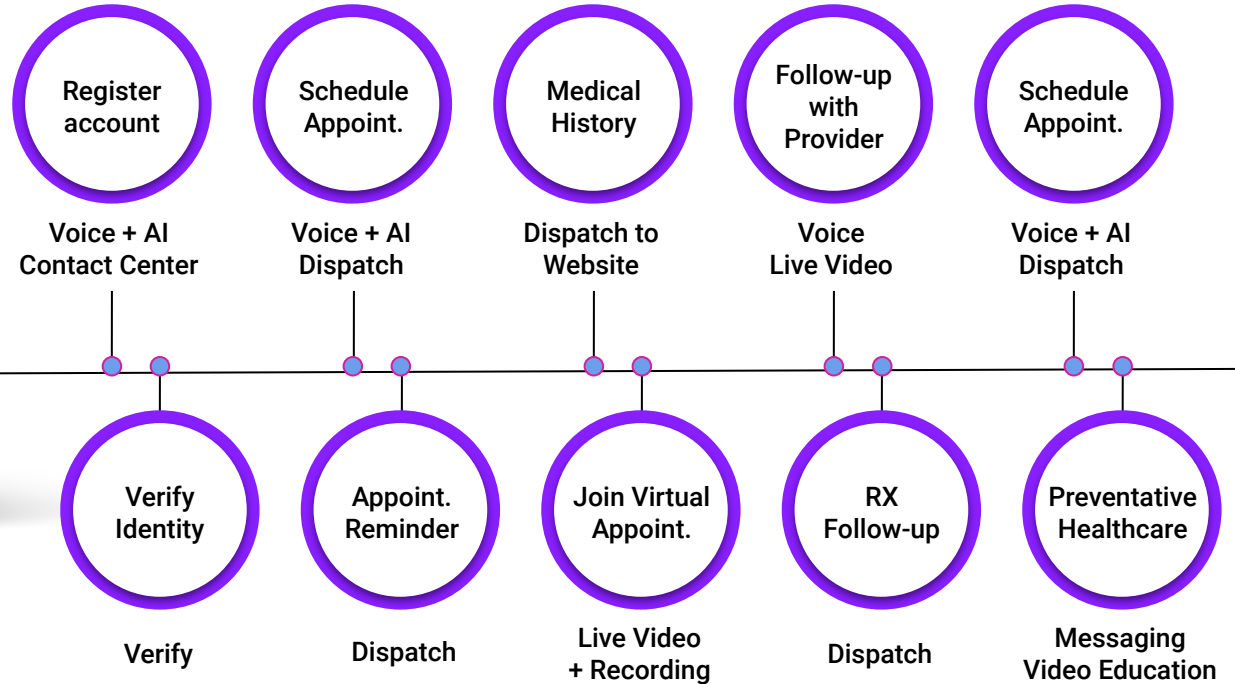
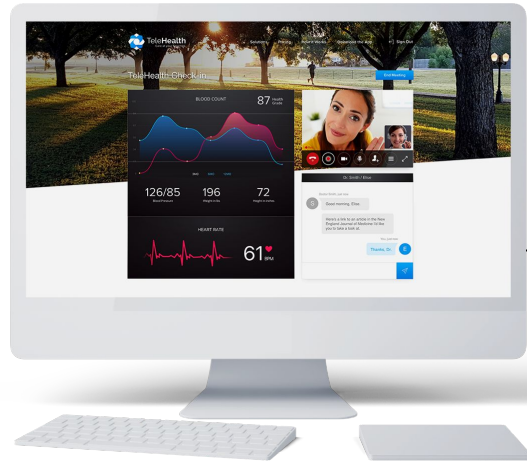
Scale Resources
Patient Access
Cost of Care + Patient Engagement
Patient Experience



After Crisis

Revenue Reactivation
Remote Continuation
Outreach + Preventative Care
Patient Experience

Impacting the Patient Journey End-to-End



Vonage: Through The Eyes of The Salesforce Customer

#1 AppExchange User Reviews

60% of all Contact Center User Reviews

710+ Customer Reviews

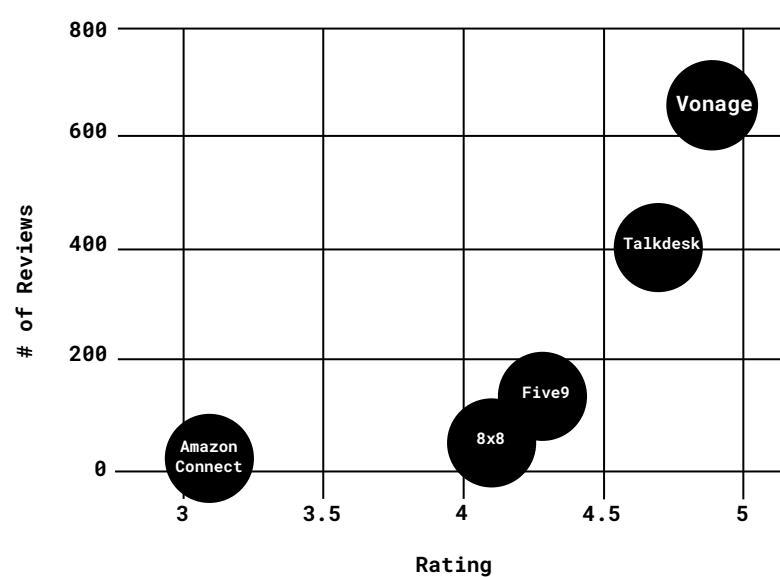
5/5 AppExchange Rating

700+ Global Customers

1.5B Interactions Powered on Salesforce Sales Cloud and Salesforce Service Cloud

SALESFORCE APPEXCHANGE

4.9 Average Rating ★★★★★



VENTANA RESEARCH



THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

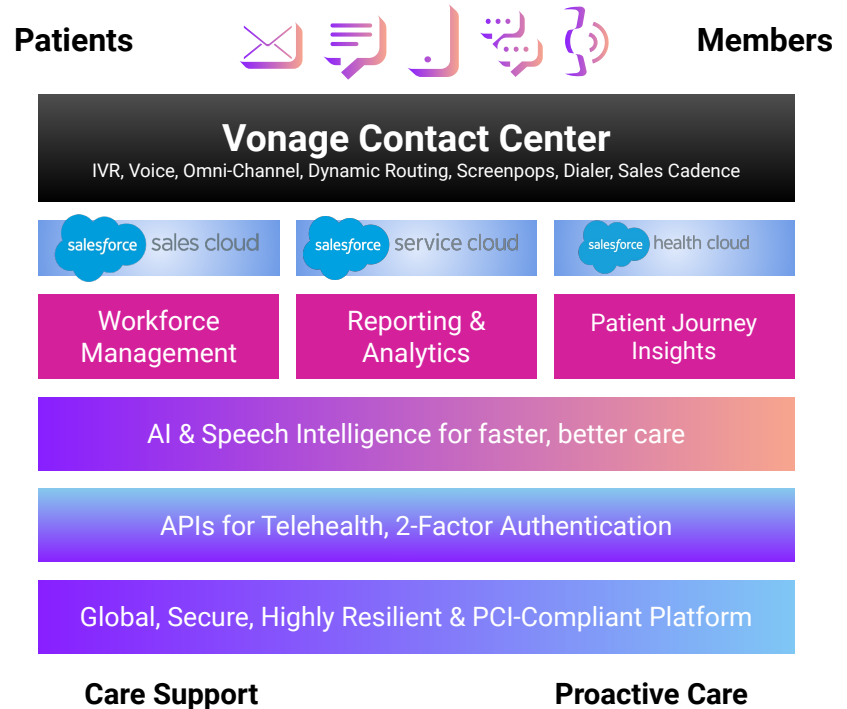


FORRESTER



Evolution of Clinical Care

- Are you measuring the patient experience end-to-end? Why not capture the entire patient lifecycle?
- Contact Center isn't new to healthcare, but clinical staffing within it is. How is your system evolving to support those changes?
- Vonage facilitates this evolution, while supporting the razor thin margin that your business demands.



30 Healthcare + Life Science Use Cases & Counting

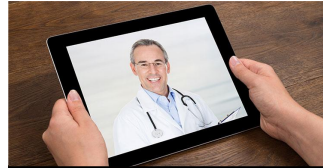
Business Benefits

Improve clinical outcomes, while demonstrating financial returns

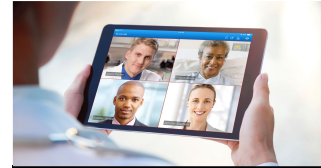
Increase the agility of your health system, as providers become payers, and payers become pharmacies



Doctor/Patient
Virtual Telehealth



Mental Health
Consultations



Group Therapy
and Support



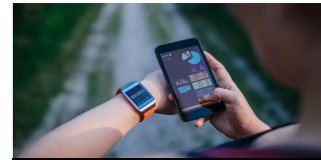
Expert Medical
Collaboration



Pre-Op
Remote Visits



Post-Op Home
Monitoring

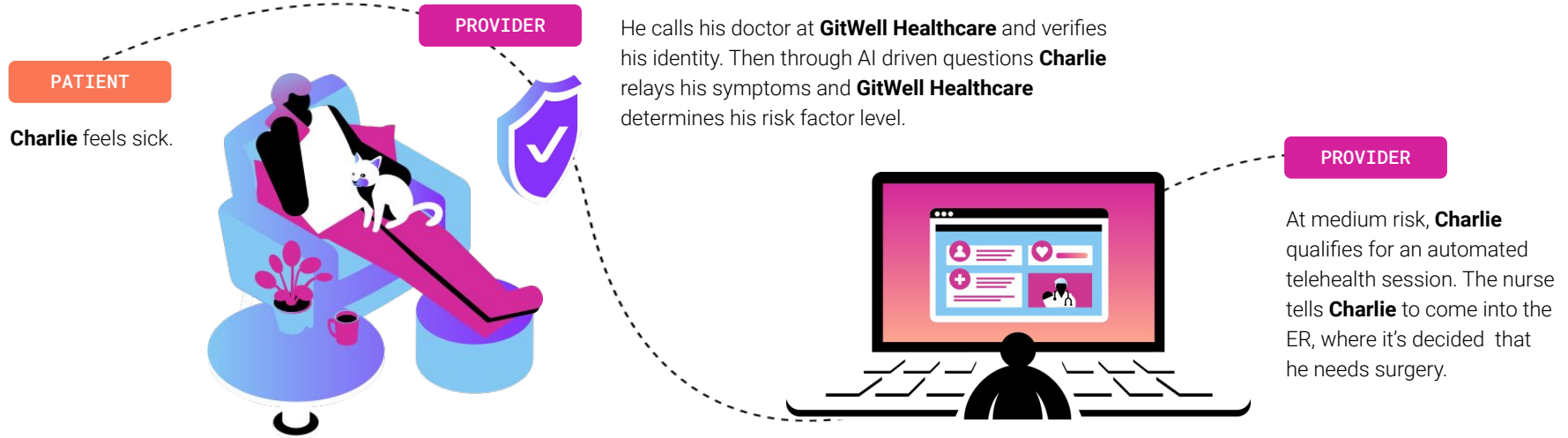


Fitness and
Wellness Tools



Health
Education

Initial Journey: Patient & Provider



Value:

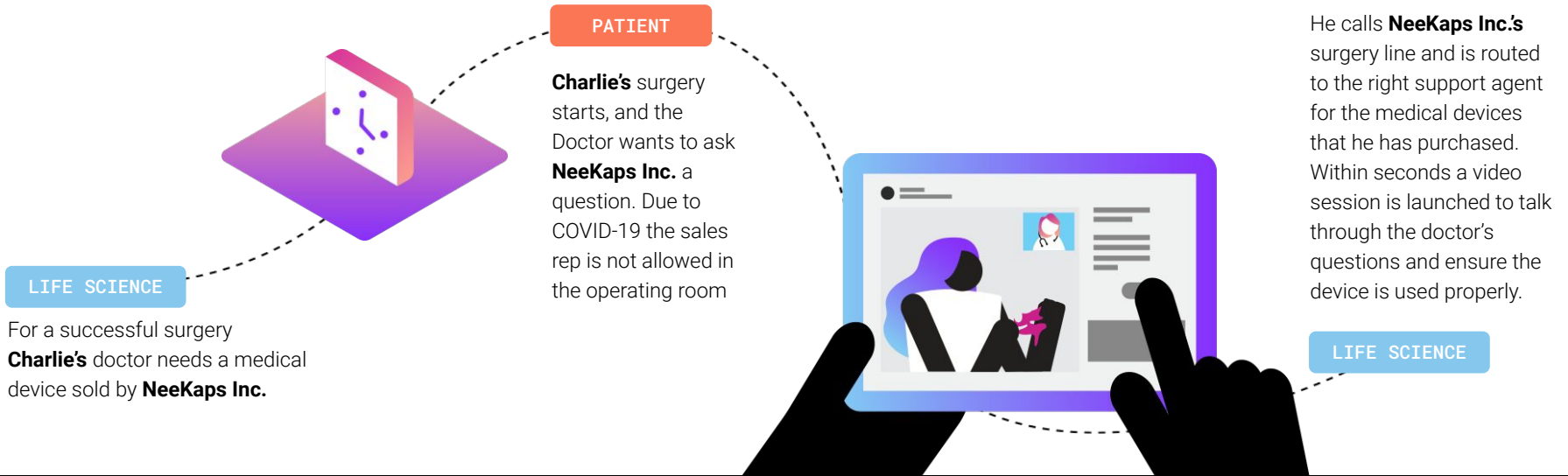
PATIENT

Charlie can be treated without introducing unnecessary risk.

PROVIDER

GitWell Healthcare is able to triage **Charlie** quickly and safely. Using Salesforce + Vonage they were able to **filter other low risk patients away from the hospital using telehealth; prioritizing resources and PPE.**

Surgery: Patient, Life Science & Provider



Value:

PROVIDER

GitWell Healthcare is able to effectively perform surgeries, despite the reps not bring onsite.

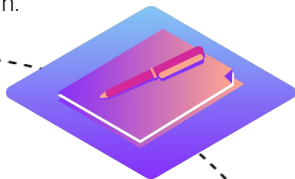
LIFE SCIENCE

NeeKaps is able to sell services to Gitwell Healthcare, because they have found a way to **maintain access and support the operating room remotely.**

Post-Op: Patient, Payer & Provider

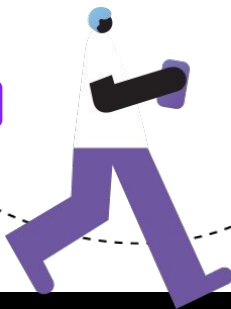
Upon leaving the hospital **Charlie** reviews his care plan.

PATIENT



PadeOut Inc. automates a follow up call to **Charlie**, ensuring he is following his plan, securing his health and mitigating long term health and financial costs.

PAYER



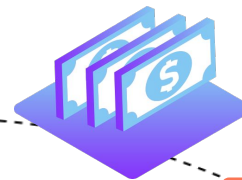
PATIENT



PROVIDER

GitWell Healthcare billing department automates outreach and connects with **Charlie** proactively to keep his account current.

PadeOut Inc. continues to follow-up and this helps **Charlie** stay engaged in his recovery and ongoing health.



PATIENT

Charlie is on the mend and feeling much better, and with Vonage's proactive automated outreach he is able to pay his bill on time.

PAYER

PROVIDER

PATIENT

PROVIDER

PATIENT

Charlie had a history of non-compliance and that puts him at risk. In the past his stubbornness caused short term costs, and potentially expensive long term implications for **Charlie**, **GitWell Healthcare** and **PadeOut Inc.** - both can rest easy with a **healthy patient and less long term implications.**

Charlie had a history of missing payments - he is older and not familiar with email. Through the Vonage and Salesforce automated outreach **GitWell Healthcare** connects with him proactively to keep his **account current and his credit intact**

Summary

**Vonage is committed
to Healthcare**

**Vonage empowers
patient access**

**Vonage transforms
patient engagement**

**Vonage mitigates
leakage & drives
patient intake**

**Vonage optimizes
the provider's
existing technology
investments**

Q & A



Thank You