# Transforming the Patient Experience

**CERTIFY** HEALTH

## The Challenges

Modern healthcare practices face real hurdles that frustrate patients and staff:

**High No-Shows & Drop-Offs**
Inefficient scheduling drives missed appointments

**Long Wait Times**
Manual intake and paper forms slow down check-ins

**Compliance Risks**
Incomplete data and outdated coverage lead to denied claims

**Administrative Overload**
Staff are buried in intake, insurance checks, and billing

**Patient Frustration**
Poor communication creates confusion and dissatisfaction

## ✔ The Solution: CERTIFY Health's Patient Experience Platform

A unified platform that streamlines every patient touchpoint—before, during, and after care.

### Digital Intake & Check-Ins

Mobile, web, or kiosk intake with **biometric FaceCheck™**.

*30% reduction in wait times; check-in time cut from 10 minutes to*

### Self-Scheduling & Reminders

Patients book appointments anytime with **automated SMS/email nudges.**

*5.5M+ appointments scheduled; up to 40% fewer no-shows.*

### Two-Way Messaging & Real-Time Updates

Keep patients informed with **queue notifications, chat, and portals.**

*Practices see 50% higher response rates and 30% more*

### Seamless Insurance Verification & Payments

**Instant** eligibility **checks** and **flexible billing options** (FSA, HSA, ACH, Apple Pay, Google Pay).

*90% fewer claim denials; 40% revenue lift through kiosk collections.*

### Secure & Compliant

**HITRUST, HIPAA, SOC 2, GDPR** certified to ensure patient trust and regulatory readiness.

## Proven Impact

**10.5M+** Patients checked in & scheduled appointments

**7M+** Payments processed digitally

**4M+** Patients enrolled in portals and biometrics

**29%** Annual cost savings reported by clients like North American Dental Group.

✔ **650+ healthcare practices nationwide**

## Why Choose CERTIFY Health

- End-to-end patient experience under one roof
- Proven ROI: reduced costs, more revenue, satisfied patients
- EHR-agnostic with API, HL7, and FHIR integrations
- Future-ready with biometrics and cloud-based scalability

> *"We have never implemented a service that improves the patient experience, streamlines workflows, saves us time, saves us money, and eliminates fraud as much as the CERTIFY platform".* — **UPMC Health System (CIO)**

### Transform Your Patient Experience
### Schedule a demo today

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**Learn More Here:**