



navigatER®

Powered By 



Meet navigatER®

navigatER is a patient experience platform that enables transparency and real-time communication between emergency care providers and their patients via a secure mobile app.

How It Works

From triage to discharge, patients stay informed every step of the way

navigatER guides patients and their families through their entire emergency department journey, providing real time updates and information on their clinical progress. Patients are given greater visibility into and control over their care, from being informed of their place in line and expected wait time to biographies of the providers that will be treating them and what care they should expect. When diagnostic studies are ordered, both the patient and those given access are notified, detailing the process and how long it will likely take.



**Visibility &
Transparency**



**Patient
Education &
Engagement**



**Actionable
Operational
Insights**



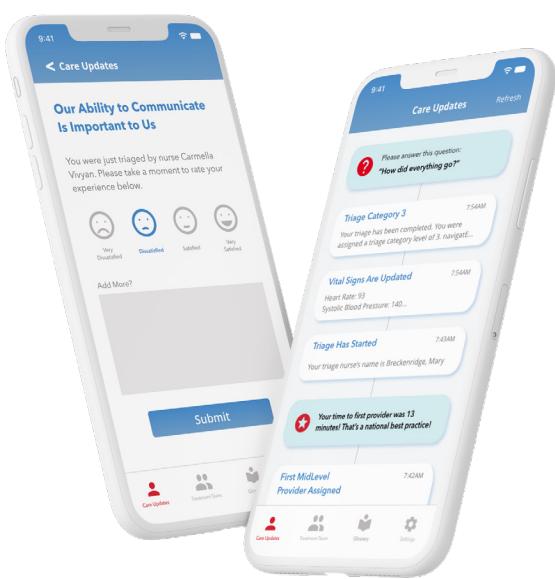
**EMR
Integration**



**Improving
Patient
Experience**

Patient care doesn't end just because their emergency care does

Following proven research shown to improve patient outcomes, navigatER engages and educates patients throughout their entire stay and beyond. When a potential diagnosis is made, patients are informed and given links to educational tools to further understand their situation. After treatment, detailed summaries are provided as well as key instructions for their care outside of the emergency department. Patients are also given the ability to rate their experience, giving them a stronger voice in their care.



Real-time feedback. Real-time intervention

navigatER allows for real-time patient satisfaction assessments, providing care teams with immediate performance metrics and feedback. This allows providers to take corrective action to improve the patient's experience before it's too late. From input to throughput to output, providers are able to pinpoint areas of concern. By uniquely calculating value index (nERvi) score, healthcare teams are able to compare observed versus expected patient outcomes to both institutional and national benchmarks.

Providers stay focused on delivering care, not data.

navigatER is unique in that it interfaces directly with the electronic medical record (EMR). It does so by harnessing the natural flow of patient data, requiring no additional technology, tasks or steps on the part of the care provider so they can remain focused on what really matters—the patient.

