

# Patient Hub

Making life easier for patients, while reducing costs.

We understand the strain that Did Not Attend (DNA) rates put on the NHS. With the current average DNA rate being 9.3% and costing the NHS over £1bn per year, it's a big problem.

Patient Hub can reduce patient DNAs by as much as 40%. That's not just a big saving – that's huge.

In the last 12 months almost 6 million appointments have been missed – but a large portion of those could have been filled easily. That's where Patient Hub comes in.

As an integrated digital system that supports a hospital's appointment booking process, Patient Hub enables patients to confirm, rebook and cancel appointments.

Patient Hub has proved to help hospitals drastically reduce DNA rates and wait times. It's reliable, quick and easy for patients to use. It can be accessed on any device, anytime. It cuts out the need for unnecessary paper. And it's secure.

We know hospitals work hard to remind patients (at a whopping cost of over £79million annually!). Print, paper and handling costs quickly add up – and create delays. Patient Hub removes that by sending digital reminders and making extra documentation/hospital maps downloadable through the hub. And, it can even add an appointment to a personal smartphone or email calendar.

Patient Hub makes things faster and easier. Patients get all the details and reminders they need, all in the palm of their hand.

## Key features:

### HL7 integration with Patient Administration System

Patient Hub has near real-time delivery of appointment information from the PAS.

### 2-Factor Authentication

Patient Hub requires a 2-step authentication process for greater security.

### Automated Call Backs

If patients opt to rebook or cancel an appointment, they can request a call back (using Netcall's patented technology).

### Integrated patient questionnaires

Patients can complete pre-admission and discharge questionnaires online.

### Secure messaging

Clinicians can send secure messages to patients via the portal and ask for a reply if required.

### GDPR

Support for General Data Protection Regulation (GDPR) compliance.

## Key benefits:

### Reduce postage costs

Big savings quickly. There's no need to print and post appointment bookings, reminders or associated documents. Move to paper-free self-service for most patients.

### Get feedback, fast

Rapid notification of any non-attendance, means open appointments can be reallocated. This improves utilisation and reduces waiting times.

### 24x7 digital patient access

Provide a one-stop view of all appointment related information, and improve the patient experience.

### Channel choice for patients

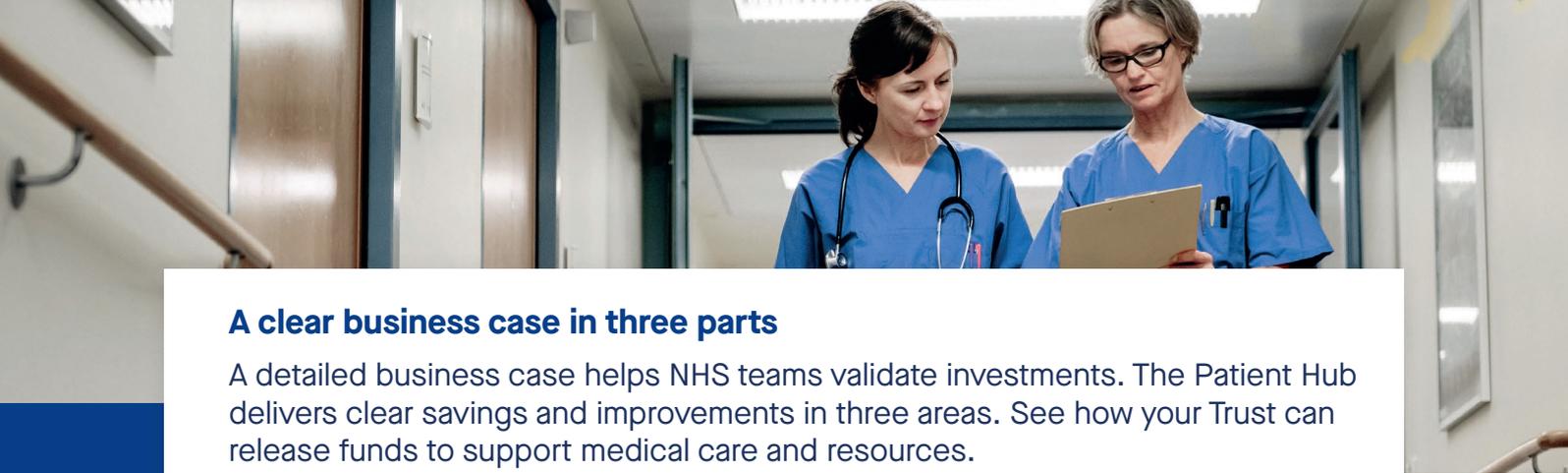
Offer choice and join up the patient journey no matter the channel – SMS, email, portal, webchat, voice and letter.

### Improve staff morale

Free staff to focus on what matters most. The tight integration with the contact centre means the contact is automatically routed to the right team.

### Monitors use, sends post

Designed to respond, if someone has not logged in or if a patient has registered post as a preference they will be sent a letter.



## A clear business case in three parts

A detailed business case helps NHS teams validate investments. The Patient Hub delivers clear savings and improvements in three areas. See how your Trust can release funds to support medical care and resources.

The 2019/20 QAR\* statistics

### Make the move... from post to digital

As part of the NHS Digital Transformation agenda, hospitals aim to improve digital communication with patients as they reduce postage and printing costs. With Patient Hub you gain rapid postage savings. Test the calculations for yourself.\*

**We estimate the following savings:**

#### SAVING 1: POSTAGE

With 60% digital take-up, you could save 69% of postage costs over 5 years. Imagine what you could save as your mobile contact database grows!

#### SAVING 2: DNA IMPROVEMENTS

Hospitals new to Netcall's reminder service could get a 38-40% DNA improvement. The nudge impact of digital reminders brings even more value to our appointment management customers. A 0.5% improvement on 10,000 appointments p.m. delivers £95,000 p.a.

#### SAVING 3: UTILISATION RATE IMPROVEMENTS

Based on 10,000 appointments, rebooking 50% of freed slots gives a hospital back 18 appointment days with associated income per year. It's an on-going benefit that adds to your Trust's income, year after year.

### Savings and control back in hospital hands

As you shift more patients to self-service you'll see utilisation improve too. The real-time patient response gives instant feedback. Get advance notice of freed appointment slots. Then easily offer them to waiting patients. And, as utilisation improves, watch waiting lists shorten.

**\*ask us for the ROI calculator**

### Patient Hub matters to staff

The processes automation removes repetitive staff tasks. The tight contact centre integration automatically routes the contact to the right team. The answering advisor gets an instant view of contextual patient information. Valuable contact time is well used and the patient experience improves.

Additionally, Patient Hub is fully integrated with our Booking Centre tech, so your advisors are freed to focus on helping your patients.

### Matching Trust finance needs

There is no capital cost with the Patient Hub. Instead, it is a multi-year annual subscription.



### It's powerful, easy and intuitive for patients to use

1. Patient Hub sends the patient an SMS or an email, asking them to view their appointment information.
2. 2-factor authentication provides secure log-in.
3. Once on the Patient Hub, they can decide to accept, rebook or cancel their appointment.
4. Rebooking and cancelling appointments is handled to meet the hospital requirements. For example; they can pick another available appointment on the calendar or webchat or call a booking agent if they prefer.
5. Patients see relevant letters, documents or surveys.
6. But, if someone has not logged in or if a patient has registered a post preference they will be sent a letter.

### Take a deeper dive

Contact us today for a demo visit  
[www.netcall.com](http://www.netcall.com)

Or call us on 033 0333 6100 and say  
"Transforming Engagement"

Speak to us about a personalised business case for your Trust today.

