

Is your digital front door open to today's healthcare consumer?

We deliver an integrated approach to improve patient experience.

Patients expect a personalized, frictionless experience in their daily lives and, increasingly, with healthcare services. Organizations must capitalize on an array of digital health solutions that will directly, and positively, impact your patient relationships. Alignment of executive leadership, Information Technology, Marketing & Communications, Clinical and Revenue Cycle departments promotes success for your patient experience vision and tactical execution.

Pivot Point can help.

Our expertise in healthcare operations, EHRs and patient portals, digital solutions, development and data analytics provides us with the depth and breadth of expertise to drive organizational initiatives.

Metric-based patient experience solutions.

We work with clients to develop achievable patient experience road maps that consider strategy, technology, culture and drive metric-based success (including revenue improvement, customer acquisition and retention and improved patient satisfaction scores). We deliver an integrated approach to improve patient engagement and experience using our proven methodology.



DISCOVER.

We understand your current state process and technology as well as understand your patients' expectations.

PLAN.

We use our tenets of patient experience to create a roadmap to create a better patient experience.



► INNOVATE.

No decision is the only wrong decision.
Technology enabled ideas flourish.
Encourage courage.

► COLLABORATE.

Develop partnerships with cutting edge technologists to leverage your organizations uniqueness.

► COMMUNICATE.

Generate excitement and leverage your staff as ambassadors. Internal marketing is as, if not more, important than external marketing.

► CULTIVATE.

Embolden a culture of empowered customer service and iterative improvement.



IMPLEMENT.

We partner with you to rollout new processes and train your staff to become ambassadors

Relationships. Reliability. Results.
Get in touch today.

pivotpointconsulting.com | 800-381-9681