

## COMPANY OVERVIEW

### Cliniconex (CCX)

- Founded in 2011
- Headquartered in Ottawa, Canada
- 5,400+ physicians in 1000+ medical clinics actively using CCX
- 80+ sub-specialties served
- Over 50,000,000 patient/resident engagements to date
- EMR/EHR Integrations: PointClickCare, WELL Health, Telus Health, QHR Technologies, OSCAR, YMS, Micro Quest
- PointClickCare is a reseller of Cliniconex's Automated Care Messaging solution
- Testimonials, please go to: [www.cliniconex.com/testimonials](http://www.cliniconex.com/testimonials)
- References, please contact: [marketing@cliniconex.com](mailto:marketing@cliniconex.com)

## PRODUCTS

### 1. Patient Reminders & Notifications

Win back hours of clinic staff time and reduce no-shows by automatically reminding patients of their upcoming appointments. Communicate with patients on their preferred devices via voice, text or email notifications.

### 2. Waiting Room Concierge

Display estimated wait times and up-to-date patient queues without any need for staff intervention or monitoring. Waiting Room Concierge ties directly into your EMR to automatically calculate wait times and update them as the day progresses.

### 3. Patient Survey's & Health Promotion

The secure web app is designed to help medical clinics and primary care teams gain more insight into their patient roster while building actionable quality improvement plans they can measure against.

## PRICING

### Patient Engagement

- **\$0.37 per cycle** (in local currency)
- A cycle is 3 phone call attempts and 1 voicemail OR 1 e-mail with confirmation OR 1 text message with confirmation

### Waiting Room Concierge

- Wait Time Display **\$200 per clinic**
- Patient Queue Display **\$40 per provider**
- Leave Return Messaging **\$0.37 per cycle**

## DIFFERENTIATORS

### Transactional Cost

- Pay for what you use, not flat monthly fee paid regardless of volume

### Adapts to the facility's workflow

- CCX is not like traditional appointment reminders. It truly adapts to the workflows & rules set by the clinic

### Deep Customization

- Workflow rules, branding, caller ID, contact preferences (email, voice, SMS) & more

### Reliability & Scalability

- Set-and-forget local controller with built-in redundancy for reliable messaging

### More than just appointment reminders

- From initial referral to post appointment surveys and beyond, keep your patients informed and confident on their healthcare journey.

## TARGET PERSONAS & BENEFITS

### Clinical and Administrative Staff

- Allows staff to focus on what matters most: caring for patients
- Reduced burden of outreach communication
- Improved coordination with patients

### Clinic Manager

- Increased profits, cost predictability
- Positive impact on brand and reputation
- Better informed & prepared patients

### The Patient

- Receive their reminder, and notifications in their preferred modality
- Come to their appointments better prepared
- Improved patient experience

## DISCOVERY QUESTIONS

- Do you have issues with "no-shows" from patients for appointments?
- Do you currently have a waiting room management system?
- Are you currently tracking and measuring the patient experience? If so, how?
- Are you currently tracking and measuring the patient experience? If so, how?
- Is your staff spending hours a week on outreach?
- Do your patients complain about the wait time?
- Are you currently doing manual outreach for appointment reminders?
- Does your solution integrate with your EHR?
- Is your current solution bi-directional? Does it pull from and write back into your EHR?

## OBJECTION HANDLING

### We already use an appointment reminder system

- Does this integrate directly into your EMR/EHR?
- Does it contact the patient via their chosen modality (voice, text, email)?
- Do you pay a flat monthly fee regardless of how often you use it?
- Is your current solution reliable?

### We don't have budget for more tech

- Have you estimated the cost of manual outreach?
- Simple to install, little to no staff training

### But our workflow is so unique

- Cliniconex customizes its solution to match your exact workflow and needs
- Customize your outreach based on location, provider, and appointment type

**Our team is here to help!**

**Please contact us if you have any questions or want to schedule a demo.**

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