

Healthcare Patient Communications Made Easy

Many healthcare organizations rely on outdated manual and labor-intensive processes to send critical patient communications such as statements, consent forms, release of information requests and insurance documents.

Every day external factors, like rising patient expectations, government mandates including HIPAA, and a remote workforce are adding more complexity to your mailing operations. In today's rapidly changing environment, the ability to adapt and respond to ongoing challenges will determine your long-term success.

Now more than ever, healthcare organizations are rethinking how they manage and send critical customer communications.

Quadi^{ent} offers user-friendly, scalable solutions that automate your entire patient communication workflow to help you meet business challenges now and in the future. Our solutions give you the flexibility to send transactional documents via any combination of channels - Print, Digital or Outsource, depending on which delivery channels make the most sense for your organization and your patient preferences.

Designed to meet the needs of healthcare organizations which require the ability to support both legacy systems and processes, Quadi^{ent}'s best-in-class suite of hardware and software solutions provide healthcare organizations the agility to respond and adapt quickly to customer, regulatory and business demands.

BACKED BY THE EXPERTS

Gartner, Forrester, and Aspire



EXPERIENCE

A rich history of world-class leadership



PROVEN RESULTS

96% customer satisfaction rate



EXPERTISE

8 billion personalized experiences annually



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Estimated timelines, speed estimations and budget were bang-on. When all is said and done, we feel like Quadi^{ent} has been a true partner with us versus the more traditional customer-vendor relationship.

— Kevin Allen, Director of Operations, BACTES Imaging Solutions, San Diego.



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We were spending eight hours per day between two people manually addressing envelopes. Now the whole process takes less than an hour. Quadient's software not only reduces the associated labor for our mail operations, but it also helps prevent the wrong patient information from being placed in the wrong envelope. As the pages are barcoded to match the address page of each recipient, the system stops if all of the barcodes don't match up or if the pages are not in the right order. This is an important safety element that can prevent the unintended disclosure of patient information to the wrong recipient.

— Paula Dascher, BS RHIA Manager, Clinical Documentation and HIM Technology at Seattle Children's Hospital



61% of surveyed organizations reduced their overall costs by **25%** or more using Quadient Impress



52% of surveyed organizations realized at least a **50%** reduction in time spent processing mail

AN ALL-IN-ONE DOCUMENT AUTOMATION PLATFORM



Replace inefficient, manual processes

Significantly decrease the time it takes to prepare mail while ensuring document integrity and security. Impress Automate not only drives employee efficiency by eliminating repetitive manual tasks but also promotes employee engagement by enabling them to focus on higher-value assignments. Automating your document preparation and distribution process reduces your exposure to potential errors and compliance risks. When used with mailing equipment, such as a folder inserter, Impress Automate manages pre-set business rules to ensure the right document goes into the right envelope.



Offer digital delivery through a secure document portal

Send critical patient communications through an eco-friendly, branded and secure document portal. Impress Portal makes it easy for you to offer your patients' digital delivery, as well as promote your corporate identity. Impress Portal speeds up the document delivery process by replacing paper-based communications, saving you money on postal costs and mailing supplies, while enabling faster payments and accelerating cash flow. Impress Portal provides robust search and tracking capabilities. Documents are automatically stored for easy retrieval allowing your patients to self-serve for an improved experience.



Centralize critical communications

Ideal for healthcare organizations with an on-site or remote workforce, Impress Dispatch leverages your existing infrastructure and enables you to consolidate desktop communications from multiple locations. Users simply prepare outgoing ad hoc documents from their desktop and send them directly to a centralized mail production center or to secure document portal. A built-in approval process helps you maintain control and consistency over your patient communications, ensuring they are polished, professional and promote a positive experience.



Send patient communications in just a few clicks

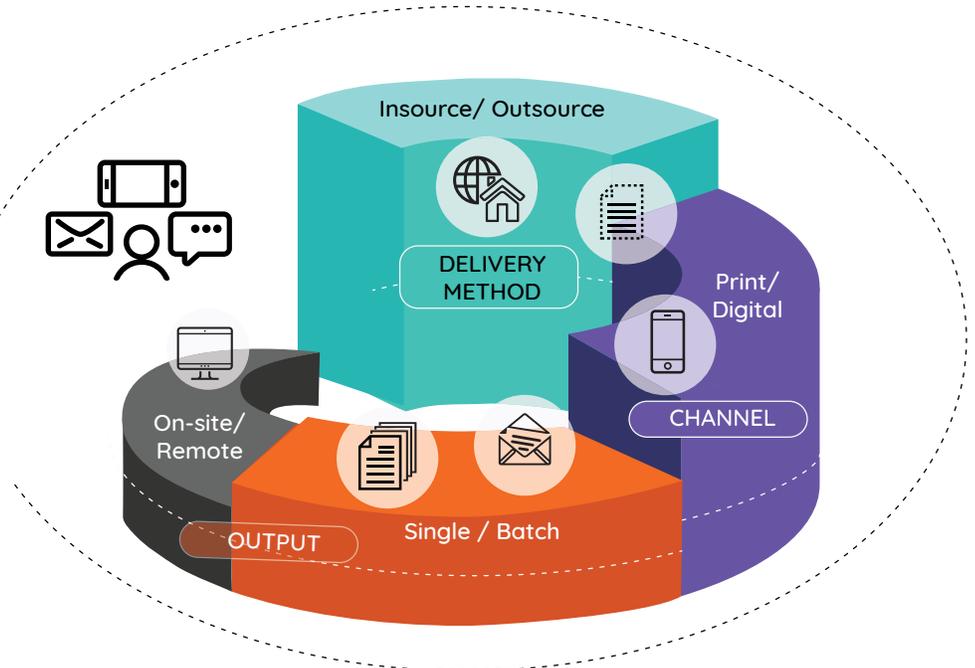
Impress Distribute handles all of the preparation and delivery of patient communications - in just a few clicks. Users upload documents via a user-friendly SaaS application to Quadient's mail production facility that prints, sorts, stuffs, meters and even delivers your mail to the post office.



Easily integrate with existing systems

Quadient Impress offers enterprise-level technology yet does not require major IT intervention or resources to implement or update. Its plug-in architecture gives you the flexibility to configure your solution with a variety of integrated applications and services. For more complex business needs, our experienced Professional Services Team is ready to support your most challenging document output requirements to deliver a solution that best fits your current needs.

The Quadient Impress platform gives you the flexibility to send patient communications via any combination of channels - Print, Digital or Outsource.





Automate mail prep with Quadient's superior document handling equipment

Every healthcare organization has documents that require physical delivery, regardless of customer channel preferences. Quadient's folding and inserting machines make mail prep easier. Designed for businesses of every size, Quadient offers a range of intuitive document handling equipment that provides the highest level of productivity and dependability. Our suite of best-in-class document handling equipment includes:

- Easy-to-use folding and envelope stuffing machines
- Mid-volume stuffing machines
- High-volume folder inserter machines

Choose the perfect size and model for your organization and accelerate your workflow.

Simplify the preparation, tracking and storage of your Certified Mail®

Centralize the processing of Certified Mail with Return Receipt and track your documents directly through the United States Post Office®. Preparing your Certified Mail with Return Receipt electronically saves time and money, enabling you to access specific delivery information and images of recipient signatures, all securely stored in the cloud.

Validate your addresses in just a few clicks

Delivering efficient and accurate communications is critical. Built for easy integration and maintenance, Quadient's comprehensive contact data quality solutions will help you meet the unique needs of your business.

- Streamline mail preparation
- Validate contact data as it's entered across digital channels
- Correct existing records to prevent undeliverable mail and improve customer experience
- Maintain an up-to-date database as contacts and businesses move

Increase document integrity, optimize employee time, and build a more personalized relationship with your customer.

Optimize. Transform. Engage with Quadient. Because connections matter.

quadient
Because connections matter.

About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadient, visit www.quadient.com

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