



Patient Experience Management

When you provide your patients with exceptional experiences, increased advocacy and revenues are your reward. Developing an intimate understanding of the unique needs and expectations of your patients is fundamental to gaining their trust and reaping the ensuing benefits.

expert. focused. human.



The Evolution of Patient Care



What is PXM?

Patient Experience Management (PXM) redefines the patient-centric approach to healthcare. Our medical concierge staff enhances the patient journey by qualifying and educating each one before treatment to provide physicians with more time to focus on administering care. This unique relationship management tool streamlines medical operations by deploying experienced medical concierge staff, along with comprehensive analytics and reporting methods.

The Medical Concierge

A highly trained individual in the area of his or her practice's expertise, the medical concierge serves as the patient's touch point throughout the entire treatment process. From the initial point of contact, the medical concierge makes prospective patients feel comfortable, while evaluating their candidacy for treatment. He or she gain a thorough understanding of the patient's unique needs, and clearly describe the treatment process, answering all questions along the way. Following a prospect's conversion to a patient, the medical concierge continues to be an available resource, checking on their progress post treatment. The dedication of the medical concierge provides relief to the practice's administrative staff and physician(s), while simultaneously providing the patient with a positive treatment experience.

Enhanced Patient Experience

Today's patients have more educational resources available to them than ever before. Consequently, informed patients have more questions and concerns about their care. With PXM, the patient never feels rushed and all of his or her questions are answered thoroughly. The PXM medical concierge staff provide a high level of transparency and availability which gives patients clear expectations, and attentive care—raising overall patient satisfaction and retention rates.

PXM Technology (Healthcare IntelligenceSM)

Advanced Healthcare Partners offers a broad range of technological support solutions tailored to your practice's needs. When we perform our initial assessment of your organization, we will make recommendations regarding the appropriate software and hardware to ensure all stages of the sales funnel are accurately tracked. A few of components of our technology package include:

- Custom built CRMs, based on client needs
- Voiceover IP systems, with recorded calls for review
- Call tracking software for sales productivity and peak time analysis
- Automated email drip campaign software, for nurturing prospects in every stage of the patient acquisition cycle

