



The Patient Financial Experience Company<sup>SM</sup>

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**Patient Concierge**

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## The Patient Concierge App *The First Substantial Change to the Patient Billing Statement in 20 years* Has Been Released

Moline, IL – June 20, 2018 – Avadyne Health announces the release of its Patient Concierge app. This revolutionary app provides an explanation of a hospital bill for patients in a visually stunning augmented reality interface by an engaging avatar named Eve who delivers a guided bill tour and a better patient financial experience.

Available to download from the App Store<sup>®</sup> and Google play<sup>®</sup>, the Patient Concierge app is accessible to every patient who has a participating hospital using the Avadyne Health app.

Not only will patients gain an understanding of exactly when their bill is due and what their charges are, they'll have access to a convenient one-touch pay bill portal, the ability to contact a concierge by phone or email or be able to reach important hospital links.

"The Patient Concierge app is the first substantial change to the patient healthcare statement in 20 years," said Jayson Yardley, CEO of Avadyne Health. Our recent [Market Study](#) of patients and providers revealed a gap between what patients want and what providers are delivering when it comes to transparent billing information and exceptional patient financial experiences," he said. "Our Market Study, along with an eye-opening conversation with an entertainment industry executive on an airline flight were the inspiration for our app," Yardley added with a bit of mystery.

"From there, Eve, our Patient Concierge avatar, was born and we've proceeded to develop unique features that take into account what patients and hospital providers desire in a better billing experience. For example, we've built in a leadership video, so hospital leaders can provide a message to every patient who receives a bill and uses the app. Recent market testing indicates 7 out of 8 patients agree it will help them better understand their bill," he concluded.

For hospital providers the app provides a convenient way for patients to pay their bill, reducing the cost to collect, while delivering a more engaging customer experience. This also help the revenue cycle side of the hospital be viewed as progressive leaders in their market.

The Patient Concierge app is changing the way that patients interact with their hospital. See a demonstration of the app here: <https://vimeo.com/275157344>

Avadyne Health helps the hospital revenue cycle reduce costs, increase collections and improve patient satisfaction. For more information, contact us or visit our website at [avadynehealth.com](http://avadynehealth.com).