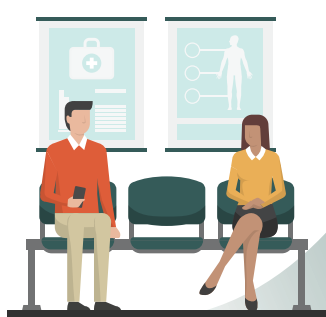


Why Patient Experience Matters

Healthcare costs continue to climb with patients paying more than ever.



162%

Increase in deductible burden for employed in the past 10 years ¹

101%

Increase in Americans' average out-of-pocket care cost since 1984 ²

5.5%

Projected rise of healthcare costs per year over the next decade ³

Today's patients are anxious about costs and approach healthcare with a consumer mindset.

57%

Have been surprised by a medical bill ⁴

40%

Aren't confident they can pay for a major illness ⁵

33%

Have delayed treatment due to costs ⁶

75%

Research costs prior to care ⁷

75%

Want the same experience they get in other industries ⁸

Patient experience has a direct impact on retention and revenue.

The wrong approach can lead to lost market share and a damaged brand.

X

62%

Consumers share bad experiences with others ⁹

80%

Want physicians to clearly communicate what insurance covers vs what they owe ¹⁰

The right strategy can lead to increased patient satisfaction and greater revenue.

80%

Would consider switching providers for convenience factors alone ¹¹

\$1.4m

Value of a patient's lifetime health spending ¹²

Transform your patient experience into competitive advantage.

Learn how to reimagine the patient experience as a continuous opportunity for ongoing, proactive engagement – providing the same help and compassion whether patients are researching provider ratings, self-scheduling their MRI or understanding their share of payment.

Download the whitepaper, **Winning at Consumerism in the Post-COVID World**, or contact R1 for an assessment of your current patient experience strategy or opportunities for improvement.



R1RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

Learn more at r1rcm.com or contact us contact@r1rcm.com.

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