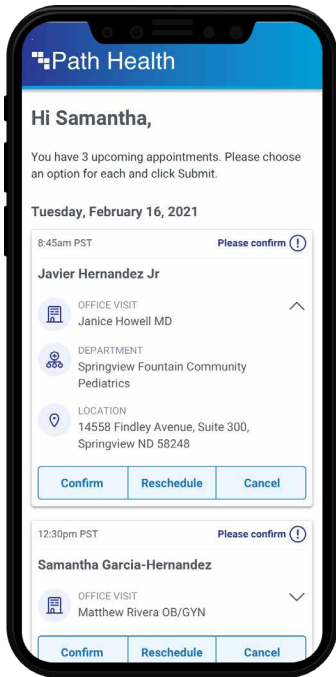# mPulse mobile

Reimagining Patient Engagement

Go beyond the transactions of healthcare and empower patients in their health journeys.

Right-sizing patient engagement is critical: it has a material impact on more than 92% of patient outcomes, and with high engagement, patients are 2.6 times more likely to remain with their existing providers.

mPulse Mobile combines appointment management, strategic conversational outreach capabilities, and streaming education experiences for an innovative approach to patient engagement.

Actively educating individuals in their health enables health systems to significantly improve outcomes and build relationships with patients that go beyond transactional healthcare.

Core Engagement Capabilities

Epic Integration & Appointment Management

Deliver a seamless experience for both patients and staff with a real-time integration into the Epic Cadence module as well as all Epic "Ticklers."

mPulse Mobile's integrations provide the foundation for empowering patients to self-manage at their own convenience, improving efficiency, reducing no-shows, and eliminating barriers to engagement such as portal log-ins.
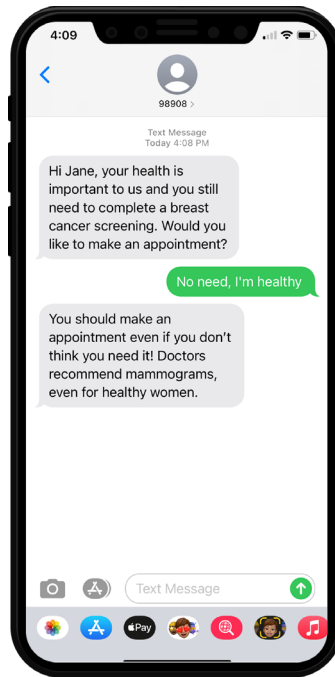
Conversational AI & Innovative Programs

Deliver orchestrated, tailored conversations across channels with mPulse Mobile's Conversational AI to gather unique insights while providing an exceptional consumer experience.

We build strategic and innovative programs on top of core patient outreach that help grow long-term patient relationships and drive specific health outcomes for top health systems.
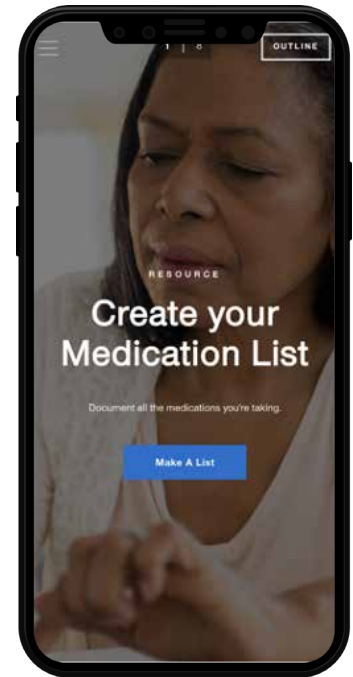
Streaming Health Education

At each step of the patient journey, there is an opportunity to educate and empower. By incorporating streaming health education and microlearning into conversations with patients on their preferred channel, organizations can better empower each individual in their health.

mPulse mobile

Solutions to Drive Clinical Outcomes

Epic Ticklers

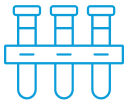*Multichannel integration with all Epic functionalities*

Appointment Management

Interactive omnichannel reminders, waitlisting, and ability to reschedule or self-schedule

Readmission Prevention

Post-discharge conversational messaging and care instructions

Preventive Health

Conversations and educational content that educate and engage hesitant patients

Pre-Procedure Preparation

Conversational pre-procedure content that educates and prepares patients

Referral Management

Referral appointments scheduling across channels with full Epic integration

48%
SMS response rate with mPulse's Epic Integrated Appointment Reminder Solution

80
Hours of staff time saved for every 1,000 patients enrolled in a strategic home-testing outreach program

$275K
Cost savings within the first 3 months* of using mPulse's Appointment Reminder Solution

10pp
Improvement in portal activation with mPulse's Epic Integration - Instant Activation

48%
of unengaged members completed screenings

Outcomes

mPulse works with two of the top 5 Integrated Delivery Networks and a broad range of other provider systems to drive impactful outcomes.

Enterprise Integration

Data Security

mPulse Mobile is HITRUST certified and our tools were designed around HIPAA compliance best practices with enterprise-grade activity logging and data governance.

Preference Management

Automatically identify and adapt to communication preferences at the individual level based on the languages used in their responses. mPulse Mobile recognizes all foreign languages and special characters.

Privacy and Consent

mPulse Mobile is committed to maintaining industry-leading program compliance capabilities. In addition to meeting all standard TCPA compliance requirements, we carefully follow CTIA guidelines and actively monitor all changes and updates to FCC regulations.

About mPulse Mobile

mPulse Mobile, the leader in Conversational AI solutions for the healthcare industry, drives improved health outcomes and business efficiencies by engaging individuals with tailored and meaningful dialogue. mPulse Mobile combines behavioral science, analytics and industry expertise that helps healthcare organizations activate their consumers to adopt healthy behaviors.

With over a decade of experience, 100+ healthcare customers and more than 400 million conversations annually, mPulse Mobile has the data, the expertise and the solutions to drive healthy behavior change.

To ask a question or request a call, go to: mpulsemobile.com/contact

mpulsemobile.com