dexcare

Orchestrating Digital Care

Find the best time at the intersection of demand and access
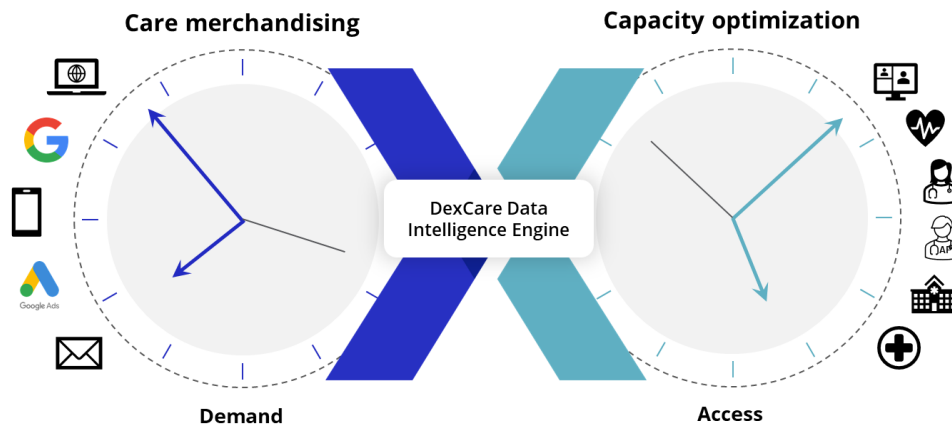
A modern model is needed

Consumers expect convenient, available care but often encounter "digital front doors" that block access. To unleash a consumer-first experience that is also good for your operations, a deep understanding of supply and demand is mission critical. It's knowing real-time capacity to merchandise services based on demand swings. It's anticipating consumer behaviors and preferences. And it's having the data visibility into how capacity and utilization affect costs. By matching patients to the right clinician in the right setting, we're finding more time for what is really important – the best care.

Intelligent decisioning technology to merchandize and orchestrate best-fit care directly to consumers

DexCare is a care orchestration platform designed to manage the logistics of digital-care delivery – from search to schedule. The platform enables healthcare systems to forecast and predict demand and manage how and where care is merchandized to consumers – throughout the digital ecosystem. By simplifying large, complex, and legacy datasets, DexCare resolves workforce constraints, and provides the levers to precisely coordinate scheduling, across services and modalities, to optimize capacity and operational cost.

40%
more virtual patients treated with the same clinical resources

20%
of bookings are new patients

83%
commercially-insured

8x
downstream revenue

350K
ED hours diverted annually

DexCare precisely balances complex supply and demand parameters across the busiest health systems

Care merchandising

Capacity optimization

DexCare Data Intelligence Engine

Demand

Access

Matching patients to the right clinician, at the right time, in the right setting

The DexCare platform ingests complex data across tech stacks to unlock operational clarity. We harmonize disparate data, from doctor capacity and revenue to patient intent, so systems can take the digital leaps needed to modernize care experiences. The result is an operating system to balance limited resources – from doctors and nurses to services – with the real-time demand for care.

Merchandise your care and unlock capacity

- Digital Discovery: Expand reach across acquisition channels – from Google to paid to capture more consumers.

- Care Navigation: Route consumers with "shoppable" experiences to deliver clinically appropriate care options with no dead ends.

- Multi-Modal Access: Guide patients to best-fit schedulable care across services and modalities – to optimize resource utilization.

Your care orchestration command center

Guide customers to the best avenues of care. Use the DexCare platform to align with ideal care models, set prioritized care options based on clinical and operational requirements, while simultaneously load balancing and optimizing capacity.

Track, forecast, and allocate resources for growth

Use historical and real-time clinical, financial, and staffing data to anticipate demand and maximize the value of your care assets for every patient interaction.

Built by and for health systems

Since its spin-out from Providence in 2021, DexCare has remained on a rapid growth trajectory, developing partnerships with leading U.S. health systems, and reaching more than 57 million patients across all 50 states. A departure from conventional-health tech, DexCare is an API-first platform that uses a cloud-native, microservice architecture. We're purpose-built for scale, flexibility and rapid deployment.