



Care Navigation

Deliver friction-free pathways to best fit care – optimize capacity across your entire system with Omni Search and Care Options



Consumer expectations demand a new approach

Healthcare websites are dependably complex. Most rely on two points of entry for visitors looking for information -- a search for “find a doctor” and a search for “find a location.” These separate booking funnels often result in dead ends and don’t match patients with best fit care. Your digital front door is incomplete without modern search and clear pathways to navigate care options.

Clear pathways to best fit care options

DexCare’s **Omni Search** Natural Language Processing (NLP) module provides a flexible medical taxonomy, synonym library, and customized business rules to power search results. It understands a user’s intent and efficiently surfaces the most relevant, accessible care options.

When consumers search for a doctor, they find doctor profiles. A medical condition search surfaces doctors that specialize in that condition. Searching for same-day care provides locations of nearby clinics. No cumbersome funnels, and rigid search results, but a unified gateway to narrow the gap between intent and action.

100%

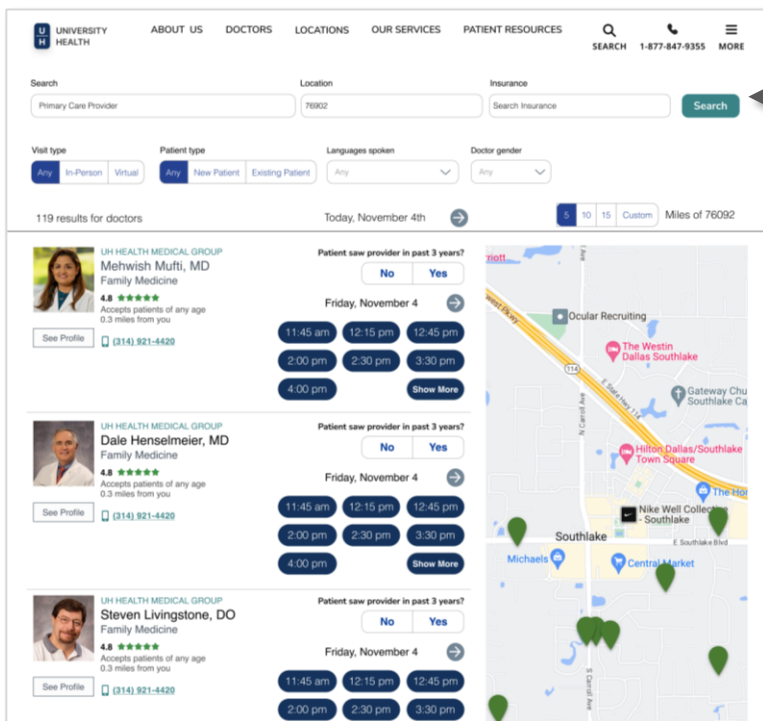
Of searches return valid results

75%

booking flow completion rate

20%

of bookings are new patients



Omni Search Features:

- Single search bar available on any page
- NLP search capabilities
- Powerful synonym and medical taxonomy library
- Multi-service, multi-modality search results
- High error tolerance
- Rules engine to prioritize and manage results
- Map-based, geotargeted interface
- Eliminates zero-result searches



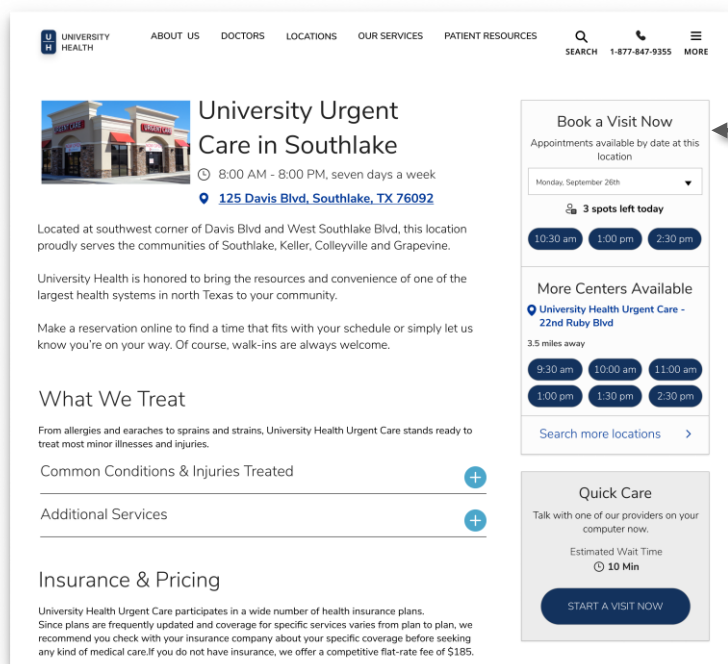
Eliminate dead ends and nudge patients to best fit care, while balancing capacity

DexCare helps health systems strategically merchandise capacity through the **Care Options** module. Go beyond directories to remove friction and surface scheduling on the pages customers discover most often. With Care Options, health systems liberate scheduling to appropriate providers, cross sell, and expand access to best fit care.

We ingest, index, filter and intelligently sort and match availability. DexCare balances how and when to surface slots based on consumer needs and health-system capacity. Use slot-aware care tiles to cross-sell providers, to book same-day care, and to expand scheduling across the top of funnel – from locations and services to conditions to articles.

Care Options Features:

- Easy, cut-and-paste installation
- Flexible brand and style alignment
- Smartly match scheduling to content
- API-driven, real-time inventory
- Flexible care tile surfacing



Intelligently surface care tiles based on availability:

- Agnostic provider scheduling
- Agnostic location scheduling
- Nearby location cross-sell
- On-demand virtual cross-sell
- Provider cross-sell based on capacity
- Content / blog pages provider cross-sell

Built by and for large 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.

