



Virtual OnDemand

The “Digital First” approach to capacity optimization and retail style experiences



Connect the dots across service lines and modalities to effectively merchandise care

DexCare helps our clients bring the most availability to consumers by aggregating slots and cross-selling based on availability, proximity, and modality. DexCare’s platforms are fully white-labeled to support your health system’s own branding and support multiple brands for orgs that need different logos and branding by market.

OnDemand Virtual: Service patients expect

DexCare Virtual OnDemand is a high velocity video platform providing the ability for patients to be queued, booked, and seen for a virtual visit. Provide the on-demand virtual care that patients will love with our white-labeled, turnkey virtual platform.

Our intuitive, end-to-end virtual platform offers scalable care for patients while optimizing capacity across your clinician pool. Patients are routed based on your specific business guidelines with our proprietary intelligent matching models. Care giver tools allows providers to quickly and easily perform virtual visits while minimizing administrative overhead with EMR integration.

20%

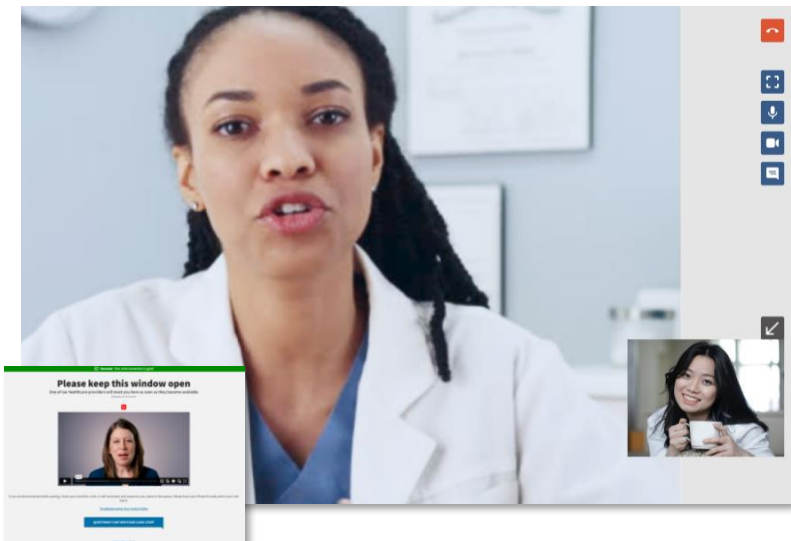
of bookings are new patients

8x

downstream revenue

350K

ED hours diverted annually



Core Virtual OnDemand Capabilities:

- Guest booking to drive new patient conversions
- MyChart SSO integration
- Wait-time API's
- Configurable intake questionnaires
- Pre-visit chat and messaging functionality
- Provider portal dashboard for load balancing
- WebRTC based Video+SIP based phone platform
- Post visit engagement and NPS surveys
- Cross sell other services in virtual waiting room

A scalable platform to optimize capacity across providers

DexCare's Provider Portal product which allocates patients into a queue, connects patients with providers, and the entire virtual experience including record keeping with the health system.

The screenshot shows the DexCare Provider Portal interface. On the left, there are 'PATIENT FILTERS' for Priority (Acute, Urgent), Licensure (states), Patient Type (Adult, Pediatric), Proxy, Visit Type (Phone, Video), and Assessment. The main area displays a 'PATIENT QUEUE (13)' with patient details like name, location, and status. On the right, there is a 'PROVIDERS (7)' list with provider names and specialties. A blue callout box is overlaid on the queue area.

- Supports load balancing and matching
- Matching based on provider and patient attributes (example: pediatrics visit)
- Adding RNs and APPs via multi credentialing drives capacity optimization

Remove friction and give consumers more choice

High converting scheduling flows offer opportunities to cross sell other services in virtual waiting room or after checkout.

The screenshot shows the DexCare patient scheduling interface. At the top, it says 'Success your connection is good!'. Below that is a search bar with 'Primary care' and 'Seattle, WA' entered. The results show 24 results for primary care providers. Three providers are listed: Natalie Meyer, MD; Wallace Rodan, MD; and Suzanne Lasser, MD. Each provider listing includes their name, specialty, address, and available appointment times. A blue callout box is overlaid on the bottom right of the results.

- Book new PCP while waiting for visit
- Present clinically appropriate screenings
- Promote wellness classes and resources



Leverages existing investments

Your Brand

- Fully white-labeled solution that extends and enhances your brand. No reference to outside trademarks or embedded frames

Your Providers

- New delivery mode flexibility for your providers, using your systems and assuring your care standards

Your Systems & Workflows

- Real-time EMR scheduling
- SSO and familiar workflows for care givers; charting is directly into the EMR
- Seamless integration into patient web and app tools

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.

