



## 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 across markets.

### Virtual OnDemand: 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. This white-labeled, turnkey solution empowers you to deliver the on-demand virtual care experience that patients will love.

Our intuitive, end-to-end platform scales effortlessly, optimizing your provider pool's capacity to its fullest extent while ensuring patients receive timely care. With our proprietary intelligent matching models, patients are routed according to your specific business guidelines. For caregivers, the platform offers user-friendly tools that facilitate quick and efficient virtual visits, reducing administrative burdens through seamless EMR integration.

# 90

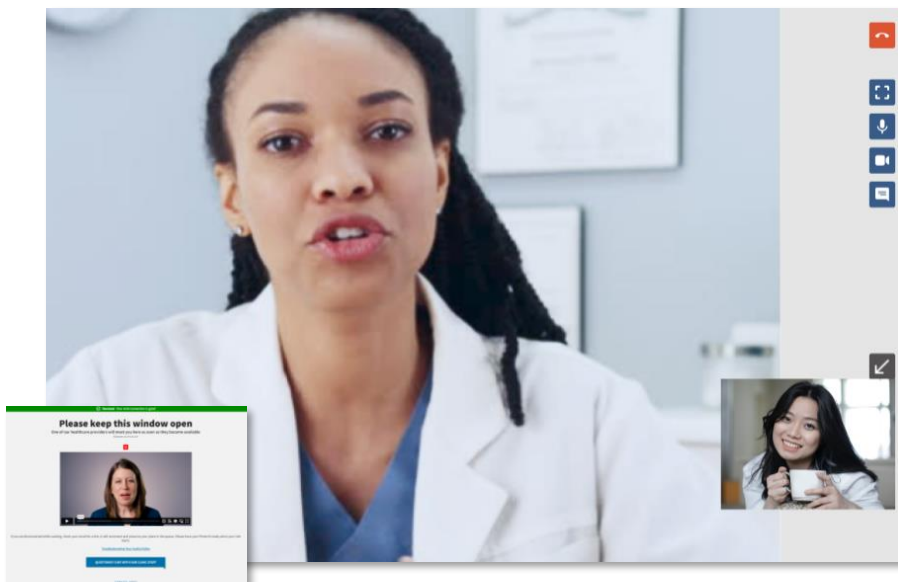
Average NPS score for DexCare Virtual OnDemand

# 7 min

Average duration for DexCare virtual visits

# 350K

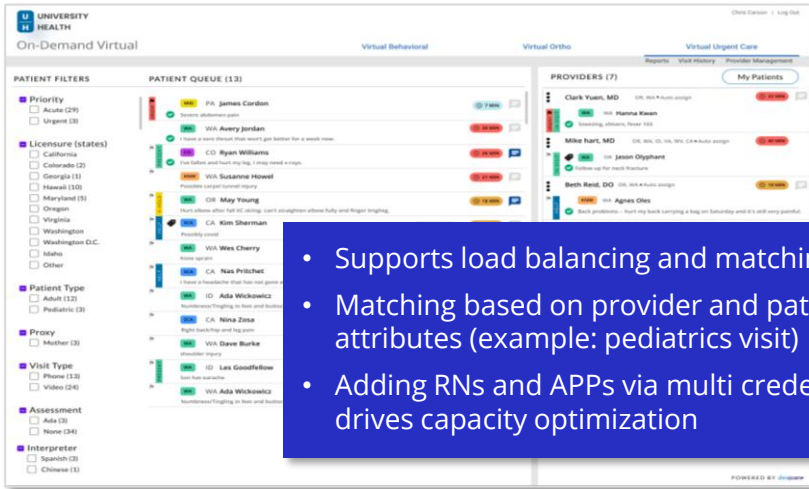
ED hours diverted annually



- Guest booking for new patient conversions
- MyChart SSO integration
- Wait-time API's
- Configurable intake questionnaires
- Pre-visit chat and messaging functionality
- Caregiver Portal for capacity optimization
- Multi credentialing flexibility
- Overflow provider pools
- Post visit engagement and NPS surveys
- NEW: Cross-Sell in Waiting Room

## A scalable platform to optimize capacity across providers

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



- 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

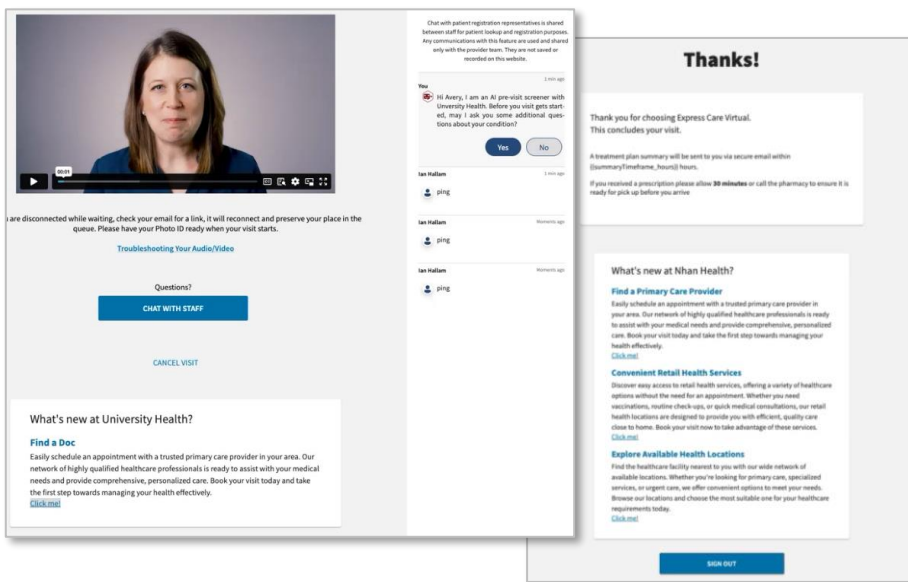


## Leverages existing investments

- Your Brand
- Your Providers
- Your Systems and Workflows

## Cross-Sell additional services in waiting room

Ability to surface ad links for marketing or educational purposes within waiting room or "Thank You" page



- Patient can click a link to service or marketing page
- Page opens in new window
- CTR for data tracking
- Ability to pull patients back to waiting room or visit session persisted
- Configurable content options up to 5 links

## 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.

