dexcare

Orchestrating Digital Care

Find the optimal time for best fit care at the intersection of demand and access
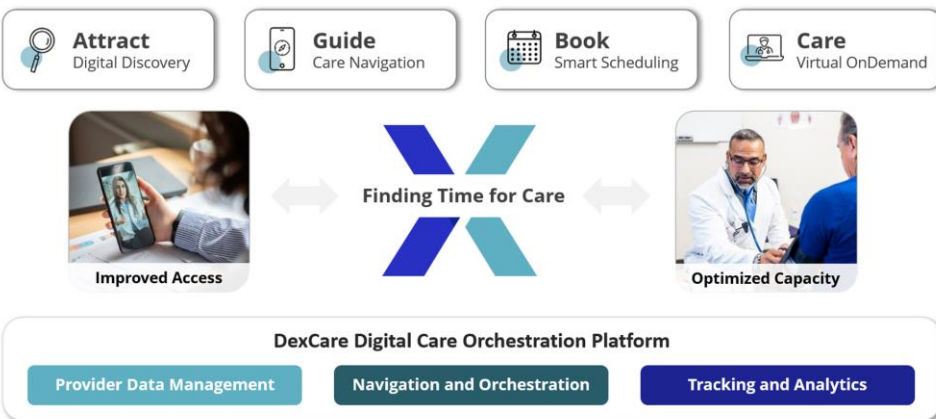
Nobody should wait for care

Consumers expect convenient, available care but often encounter "digital front doors" that restrict access. With patients facing an avg. wait of 26 days to see a primary care provider, systems must find new ways to optimize capacity and improve access to remain competitive.

At DexCare, we believe that health systems can improve patient access and increase capacity while growing revenue. The key is gaining deep insight into supply and demand. By matching patients to the right clinician in the right setting, we're finding more time for what is really important – delivering the best care.

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 to care. The DexCare platform precisely balances complex supply and demand parameters across the busiest health systems.

Attract: Expand your reach and capture more consumers at the point of search

Guide: Eliminate dead ends and guide patients to best-fit care with intelligent search

Book: Connect patients to best fit care options across providers and modalities

Care: Extend market reach and balance capacity with convenient virtual on demand care

5-day
reduction
in time to visit

20%
of bookings are
new patients

72%
commercially-
insured

8X
up to 8X increase in
virtual volumes

"We've eliminated dead ends for our patients. Now, we present them with options – we're making it easy for patients to find the care that best fits their needs."
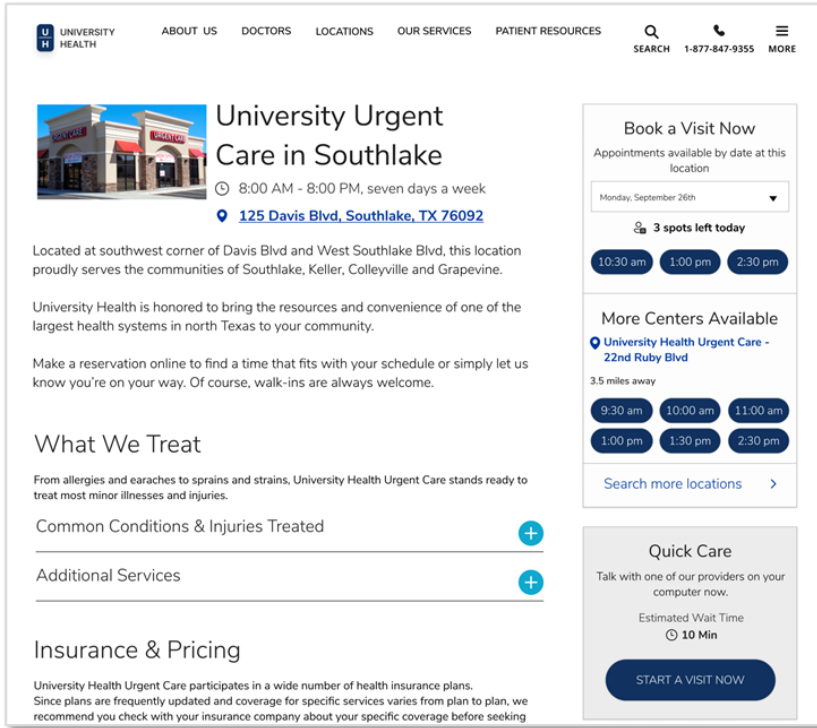
Erin Powell
VP for Digital Health
SSM Health

SSM Health®

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

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.
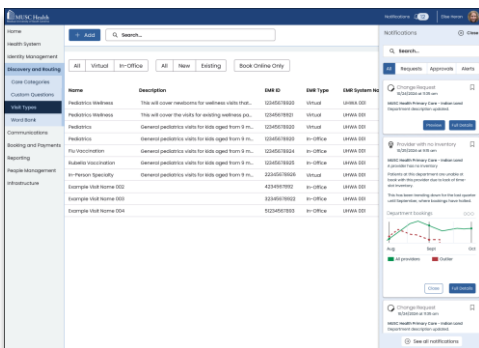

Remove friction and surface relevant scheduling options on the pages customers discover most often

Aggregated slots at closest location

Additional care options nearby

Virtual care options

Your care orchestration command center

Align care models, set prioritized care options based on 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 clinical resources for every patient interaction.

Built by and for health systems

DexCare is a data-intelligence platform that connects patients with appropriate providers to reduce care delays. By optimizing clinical resources in a system with typical 26-day waits, it improves healthcare access and efficiency. With over 5 million facilitated visits nationwide, DexCare partners with major health systems including Kaiser, Piedmont, THR, and CHN.