Emerging Company Spotlight

DexCare 2025

Improving Patient Scheduling and Optimizing System Capacity

KLAS RESEARCH | **Emerging Company Spotlight**

ℹ Note: Emerging Company Spotlight reports are intended to shed light on the customer experience with solutions from newly emerging companies. Note that the data represents early findings.

dexcare

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Why This Spotlight?

Healthcare organizations often face challenges with unreliable scheduling platforms, high operational costs, and complex integrations with EHRs, hindering efficient patient booking and care access. DexCare aims to address these challenges by providing integrated online scheduling with robust analytics, real-time EHR integration, and cross-selling capabilities to optimize capacity and enhance patient experiences. This report examines customer experiences with DexCare's solution, assessing its impact on operational efficiency and patient satisfaction within the healthcare technology space.

What Does DexCare Do?
(a customer explains)

"DexCare helps organizations pull real-time scheduling data out of the EMR and show it to the consumer so that the consumer can schedule with a provider online. Some organizations do that without DexCare to different degrees, but DexCare helps us build an online scheduling capability and one place to do it. By making our web pages more relevant and more accessible to consumers, DexCare also helps us with Google SEO so we move up when consumers are searching for a provider. . . .The high level is DexCare helps us build access for customers." —Executive

Bottom Line

Respondents appreciate DexCare's ability to enhance healthcare scheduling with seamless online booking, real-time EHR integration, and effective cross-selling features. They commend the company's responsive customer support, flexibility in customizing solutions, and advanced platform capabilities. Interviewed customers point out issues with support ticket handling and service and product delivery speed. Overall, respondents believe DexCare significantly improves scheduling and patient experiences but could use further enhancement.

of Customers Interviewed by KLAS

7 individuals from 5 organizations (DexCare shared a complete client list of 11 unique organizations for inclusion in this study)

Note: Providence Health & Services is not represented in this data sample, as the organization developed DexCare.

Top Reasons Selected

EHR integration, cross-selling capabilities, proven healthcare expertise, flexible partnership, enhanced booking functionality

Survey Respondents—by Organization Type

■ Large-hospital health system

5	

0%　　　　　　　　　　　　　　　　　　100%

Customer-Validated EHR Integration

■ Epic

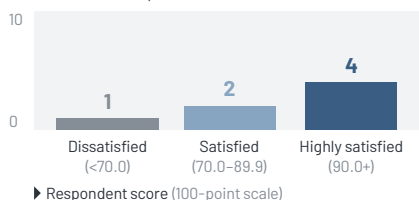|	
5	

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DexCare Customer Experience: An Initial Look

Distribution of Overall Performance Score
Based on individual respondents, not unique organizations

▼ # of individual respondents

Dissatisfied (<70.0)	Satisfied (70.0–89.9)	Highly satisfied (90.0+)
1	2	4

▶ Respondent score (100-point scale)

Key Performance Indicators

**Emerging data

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A-**	B**	A+**	A**
(n=5)	(n=5)	(n=5)	(n=5)

Software grading scale (1–9 scale)

A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

Would you buy again? (n=5)
Percentage of respondents who answered yes

100%**	

0%　　　　　　　　　　　　　　　　　　100%

Note: Percentages are calculated based on individual respondent counts, not unique organizations.

Outcomes Expected by Customers

✓ Achieved	★ Unexpected outcome
⧗ Pending	✕ Not achieved

- ✓ Easier access
- ✓ Increased booking success rate
- ✓ Increase in new patients
- ✓ Patient self-scheduling

Adoption of Key Functionality
Percentage of interviewed organizations using functionality (n=5)

Care Options: Surfaces real-time appointment availability across the system through slot-aware care tiles; actionable booking options are on relevant pages to convert patient interest into scheduled visits
→ 100%

Digital Discovery: Optimizes website performance to meet Google's standards and improves search rankings; mobile pages load instantly from search results, reducing abandonment and increasing patient engagement
→ 100%

Omni Search: Natural language search system understands patient intent and medical terminology to surface relevant care options, whether searching for doctors, conditions, or same-day care
→ 100%

Smart Scheduling: Unifies bookings through intuitive high-conversion workflows, displaying real-time EHR availability for individual providers or for aggregated provider pools at same-day care locations
→ 100%

Virtual OnDemand: Turnkey platform for virtual visits with intelligent queuing and routing based on customer's specific business guidelines to balance capacity; user-friendly tools facilitate quick and efficient virtual visits
→ 60%

0%　　　　　　　　　　　　　　　　　　100%
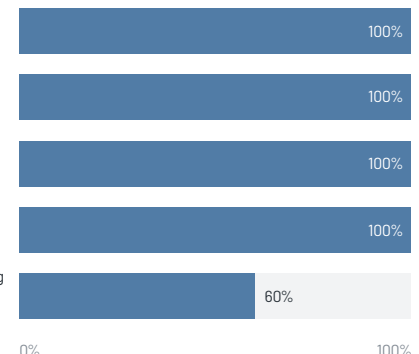
Time to See Outcomes

■ Immediately	☐ Over 12 months
■ Within 6 months	■ No outcomes yet, optimistic
■ 6–12 months	■ No outcomes yet, pessimistic

4	1

0%　　　　　　　　　　　　　　　　　　100%

Strengths

Responsive and friendly customer support

"DexCare's strength as a vendor is by and large that their staff has been great to work with. The staff is very responsive, easy to work with, and friendly, and that is important when we are dealing with fairly high-stress situations where if something is wrong, we are trying to get it fixed quickly. The solution itself is pretty mature, but DexCare is still improving it, and that is nice. DexCare has listened to our feedback and has done their best to deliver some of the functionality we have asked for." —Director

Optimization capabilities

"The key strength of the DexCare solution is ultimately in unlocking the intelligent navigation and capacity optimization, which comes through the use of the business intelligence that we derive from really having the solution optimized across all of our product lines and services. . . . The strength of the solution really is in that ecosystem platform play around. The more we plug in, the more we get back in terms of the intelligence and the optimization of scheduling because we have more things to offer the consumer." —Director

Advanced platform functionality with cross-selling capabilities

"DexCare has some great talent in customer success and on their back-end and front-end data and design teams. That is what leads them to have a really good solution in being able to bounce our stuff up like in e-commerce areas. DexCare's team makes a big difference, and their platform is different." —Director

Opportunities

Service delivery speed and implementation delays

"Because DexCare is building custom solutions, sometimes they are slow, and they take a while to build things. For a growing, newer company, DexCare has a hard time adding resources quickly compared to some behemoth vendor who has been out there for many years. DexCare adds resources as they can. Sometimes their sales team can sell faster than the vendor can build, but that is part of being a new company. I know that DexCare is trying, but the service delivery speed is probably their biggest opportunity for the next couple of years." —Executive

Unlocking more value of solution

"DexCare has come a long way in productizing some of their offerings. The clarity of a list of things we could do with DexCare has come in time; that wasn't always as clean. I would like DexCare to just continue to productize the features and help consumers understand how to pair their solutions to unlock more value. DexCare has a lot to offer, but they are working on how to make it cleaner and more digestible to their customer to understand." —Director

Organization and speed of support ticket handling

"The organization of tickets or issues could be better. DexCare's implementation team is really good, but the ongoing support team could use some help both in organization and speed. I know that the same product team services both ongoing and new builds. Sometimes the ongoing builds don't get quite the attention that I think they should. . . . We find most of our own issues, and we have asked for part of DexCare's future road map to involve finding issues themselves and letting us know in advance." —Executive

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

Provide sufficient time and resources for integration: *"I would advise someone implementing DexCare to give the vendor some room and time to build that correct integration before going live and to make sure the resources are right on their side and the team is prepared. The other thing is that the IT teams don't always see the outcome of a product."* —VP/other executive

Ensure data is organized and accurate: *"DexCare cannot fix our underlying data. We have to get our provider and location data in order. DexCare needs data to make their platform work appropriately. They need to know the provider's name, title, and all the information that we want to display on the website."* —Director

Achieve stakeholder buy-in and team alignment: *"One of the challenges we had was internal, and it was making sure that our different teams were on the same page. My advice is really ensuring that the customer has buy-in from all their stakeholder groups and that the customer is bringing them together."* —VP/other executive

Simplify organizational processes before implementation: *"The main advice I have for other customers, and this is true for any applications in this space, is that the more they can simplify their own organizational infrastructure and processes before going down this path, the more successful they can be."* —Director

DexCare explains

- Establish strong project alignment with system-wide strategic priorities with executive support from the CEO down
- Create a cross-functional executive governance structure with monthly meetings across all involved parties to quickly identify critical issues and solutions
- Fully resource the project and technical teams at the time of contract signature to ensure project kickoff occurs within two weeks of signing and minimize time to value
- Ensure strong engagement from the data teams during the initial discovery phase to quickly move through data ingestion and validation steps

Other Relevant Commentary

"DexCare has been a good partner in trying to stay nimble with us as we have bobbed and weaved through different strategic decisions. Especially lately, DexCare has really picked up the pace with their road map. The system is not hard to use. We have a very low training burden. It helps us resolve problems in a timely manner. I have never had an issue they couldn't resolve. The good news is we just don't have a lot of problems. The system works. There is rarely an issue, and high-up executives come to see us." —Executive

"DexCare provides the ability for our patients to find and book physician appointments online, especially for physicians who don't use our EHR. The majority of the appointments are made over the phone or in the practice, and we have a significant number of folks using our patient portal. But to capture new patients or patients who have not chosen those other two routes, DexCare fills in that gap of finding and booking a doctor online." —Executive

"DexCare's teams are very talented; I would like them to have slightly bigger teams so that we can get more done faster. They prioritize the work to go live for their clients, but then once we are live, I would love for other little tweaks and things we want added to be faster. DexCare has great support elsewhere; they are available 24/7, and there is always someone there to talk to and get answers from, so that is good." —Director

DexCare: Company Profile at a Glance

Founders
Derek Streat, Sean O'Connor

Year founded
2021

Headquarters
Seattle, WA

Key competitors
Fabric, Kyruus Health, Loyal

Number of DexCare customers
11 health systems

Number of employees
170

Estimated revenue
[Information not provided]

Funding
$146M

Revenue model
DexCare customers pay an annual subscription fee for access to the DexCare platform; pricing based on which DexCare module(s) a customer is subscribed to

Target customer
Medium to large health systems (typically with over $400M net patient revenue)

Healthcare Executive Interview

Matt Blosl,
CEO

Sean O'Connor,
President

What is your background?
Matt Blosl is CEO of DexCare: With two decades of experience leading high-growth, technology-driven companies, Matt now leads DexCare's charge to make healthcare access faster, smarter, and more valuable for health systems. An engineer by training and Stanford business grad, he has built a career turning complexity into results—scaling teams, platforms, and strategies that stick.

Sean O'Connor is president and co-founder of DexCare: A graduate from the US Naval Academy, Sean deployed throughout the post-9/11 era, where his experiences shaped his leadership and exposed the cracks veterans face in accessing care. At DexCare, he has turned that urgency into scale—growing the platform into a national solution, raising $146M, and delivering technology that makes care easier to book and receive.

Why was DexCare started?
DexCare was created within Providence to address the critical healthcare challenge of balancing supply and demand through existing marketing, IT, and operational infrastructure. Built inside a health system, DexCare gained firsthand insight into two pressing issues: organizations struggling to meet growing care demands with limited resources and patients frustrated by barriers to timely care. This unique perspective enables DexCare to provide infrastructure that enhances digital discovery and access while optimizing system capacity. Its incubation within Providence allowed for rigorous platform refinement, positioning DexCare to scale nationwide and help health systems navigate today's challenges with efficiency and impact.

What is DexCare's biggest differentiator?
DexCare helps health systems find time for the best care. We do this by meeting patients where they search for care, quickly and accurately matching them to the right clinician, location, and modality. Our platform extends limited health-system capacity to ensure patients are matched to the right provider, at the right time, and in the right setting. Everything we do is rooted in data intelligence. Health systems rely on DexCare to achieve the operational clarity to best utilize clinician hours, intelligently navigate consumers to care, and regain cost controls for sustainable growth.

Solution Technical Specifications Information provided by DexCare

Cloud environment
AWS

Development platform
Multiple

Database environment
SQL

Mobile application environment
N/A but compatible with iOS and Android applications

Security platform
HITRUST r2 certified

Confidentiality
BAAs with any vendor touching sensitive information, annual HIPAA training, security polices and procedures

Data encryption
AES-256 in transit and at rest

Integration approach
APIs as needed; DexCare uses whichever mechanism is best or most available given the use case

HITRUST certification
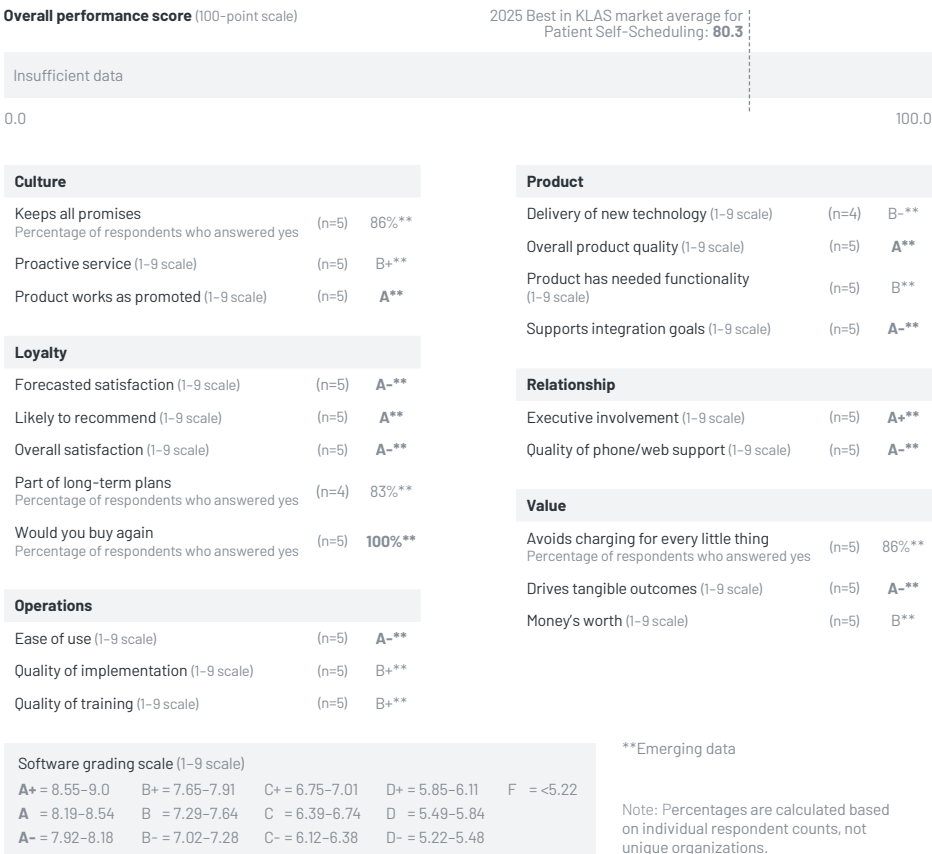Yes

AI
Yes

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked with a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

DexCare Performance Overview
All standard software performance indicators

Overall performance score (100-point scale)

2025 Best in KLAS market average for Patient Self-Scheduling: **80.3**

Insufficient data

0.0   100.0

Culture		
Keeps all promises Percentage of respondents who answered yes	(n=5)	86%**
Proactive service (1–9 scale)	(n=5)	B+**
Product works as promoted (1–9 scale)	(n=5)	**A****

Loyalty		
Forecasted satisfaction (1–9 scale)	(n=5)	**A-****
Likely to recommend (1–9 scale)	(n=5)	**A****
Overall satisfaction (1–9 scale)	(n=5)	**A-****
Part of long-term plans Percentage of respondents who answered yes	(n=4)	83%**
Would you buy again Percentage of respondents who answered yes	(n=5)	**100%****

Operations		
Ease of use (1–9 scale)	(n=5)	**A-****
Quality of implementation (1–9 scale)	(n=5)	B+**
Quality of training (1–9 scale)	(n=5)	B+**

Product		
Delivery of new technology (1–9 scale)	(n=4)	B-**
Overall product quality (1–9 scale)	(n=5)	**A****
Product has needed functionality (1–9 scale)	(n=5)	B**
Supports integration goals (1–9 scale)	(n=5)	**A-****

Relationship		
Executive involvement (1–9 scale)	(n=5)	**A+****
Quality of phone/web support (1–9 scale)	(n=5)	**A-****

Value		
Avoids charging for every little thing Percentage of respondents who answered yes	(n=5)	86%**
Drives tangible outcomes (1–9 scale)	(n=5)	**A-****
Money's worth (1–9 scale)	(n=5)	B**

Software grading scale (1–9 scale)

A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
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Our Mission
Improving the world's healthcare through collaboration, insights, and transparency.

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