Healthcare

Digital Front Door - Unified Patient Engagement & Experience Journey

Delivering a unified digital consumer engagement experience journey.

ACL's Digital Front door focuses on an omnichannel engagement strategy that leverages the latest digital technologies to create futuristic, connected patient journeys. It provides digital tools for consumers to interact with organizations via a secure, open, and scalable platform that enables them to consolidate new and existing patient engagement technologies into a unified, intuitive hub.

An Omnichannel Patient engagement solution promotes patient loyalty and better patient outcomes. The AI/ML-powered intelligence built into these "digital front doors" ensures shorter waiting times, increased staff efficiency, and better decision-making that will lead to

- Improved patient outcomes and loyalty
- Sustainable, Profitable growth and revenue
- Improves customer experience & Streamlines end-to-end customer journeys
- Maximizes value of patient engagement technologies
- Provides a secure hub for all care interactions and episodes
- Optimal use of healthcare resources
- Helps to address gaps in health equity

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Direct to Consumer (DTC)

Direct-to-consumer (DTC) virtual care services are optimized to provide consumers with on-demand access to Healthcare for low-acuity needs. In addition, digital-first consumer solutions include

- Community health portals for better patient engagement & communication.
- AI-powered chatbots
- Symptoms checkers for screening
- Services navigator
- Wellness support & groups
- Health Information warehouse

Direct to Patient (DTP)

Direct-to-patient (DTP) virtual care services are optimized to provide stable or moderate-risk patients with scheduled access to their physician to perform diagnosis, treatment, or consultation.

- Secure Integration with EHR, Clinical workflows, Patient portals, e-Prescription, doctor's notes, patient referrals,
- Billing and payment solutions.
- AI-driven appointment scheduling and transcriptions

Patient Onboarding

With a single engagement platform, connect to patients and enable healthcare teams to collaborate seamlessly from a single point. As a result, we drive higher satisfaction, improved efficiencies, reduced operational costs and an exceptional patient experience.

Smart Front Desk for Hospitals

The patient's first meeting happens when they enter your hospital/practice's front office with your front office staff. Therefore, providing a meaningful inpatient experience will be hassle free and seamless. In addition, ACL's Smart front-office solutions take the workload off your healthcare professionals.

- Digitize the patient registration, scheduling, and digital forms, and automate communication.
- Sensor-based solutions for shorter wait times
- Streamline faster check-in process with digital forms and patient authentication.
- A multi-touchpoint total experience through a mobile, tablet, web, watches & Kiosks.

Benefits

To improve consumer engagement

To increase efficiency through consumer self-service application and portals

Expanded access to care — wherever your patients

Affordability - to ensure patients get the proper care, at the right time, for the right price

To provide quick access response from all care touchpoints

To provide a secure hub for all healthcare interactions

Increasing patient acquisition along with patient retention

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Solutions

ACL's Digital front-door brings patients a unique, differentiated customer experience by providing easy to use multi-channel interfaces, consistent user experience through communication and collaboration portals, mobile applications, payment platforms, and consumer engagement.

TotalCareXP

Care experience platform for Healthcare

Personalize and streamline daily tasks and access essential health information in a central dashboard to engage patients, providers, and healthcare professionals with a low-code no-code care solution.
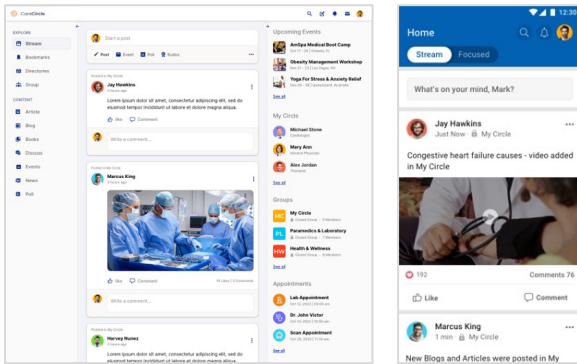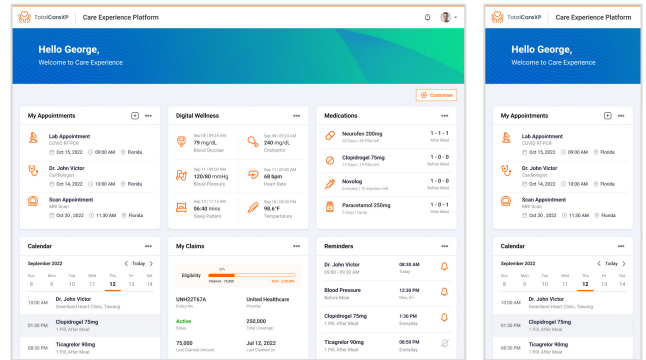

CareCircle

Connects everyone in the care circle

Connect your health circle with secure messaging and collaboration with family, caregivers, friends, and healthcare professionals.

OmniCare

Mobile apps studio for the total care experience

A studio with a collection of mobile healthcare applications enhancing the experience of patients, providers, agents, and healthcare professionals.
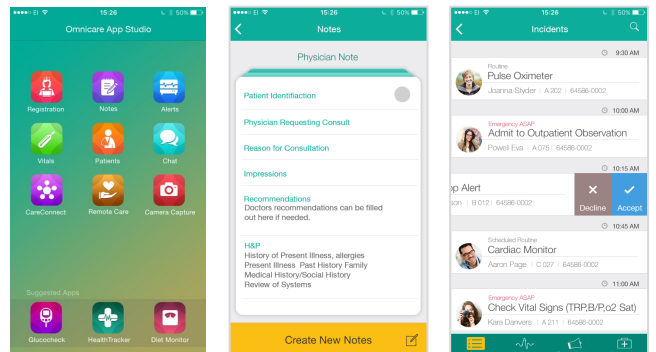
ACL Digital Healthcare

ACL Digital's Healthcare Practice works with healthcare organizations to engineer personalized Total Experiences - anytime, anywhere, and on demand. Our design-led engineering services have provided secure, compliant, interoperable Digital Healthcare and Medical Device Engineering solutions accelerating digital innovation, driving business transformation, and enabling industry-wide convergence. With a "Digital First and Total Experience" philosophy, we are the partner of choice for global MedTech, Medical Devices/OEMs, and ISVs, in their Digital Healthcare, Omnichannel Patient Engagement, Virtual First care (V1C), Connected Medical Devices, and Digital Front door strategy implementation journey.

- By uniting analytics, compliance, UX, cloud, and interoperability, we offer unique, scalable Digital solutions that aim to enhance the quality, convenience, and personalization of care delivery.

- Leverages the triple trifecta (Cloud, Analytics, and UX for medical devices) to integrate data across disparate systems – from imaging to vitals to claims – helping cross-reference, match historical patient information, proactively identify illness, and engage with patients.

For more information, visit www.acldigital.com/healthcare

ACL Digital

ACL Digital, an ALTEN Group Company, is a digital product innovation and engineering company. We help our clients design and build products (AI, Cloud, and Mobile ready), content and commerce-driven platforms, and connected digital experiences for the modern world through a design-led Digital Transformation framework. By integrating our strategic design, engineering, and industry capabilities, we help our clients decode the digital world and accelerate their growth journey.

We are a trusted Digital Transformation and Modernization partner, combining deep technical expertise and industry knowledge to help our customers deliver solutions with a "Total Experience" philosophy. Our offerings and proven frameworks create exponential value and competitive advantage for our customers by giving them the power to IMAGINE, INNOVATE, TRANSFORM and SUSTAIN enterprise digital core.

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