



Elevating Patient Communications for Better Outcomes

In the complex healthcare landscape, clear, accessible, and patient-friendly communication isn't just a convenience—it's a necessity. Patients expect transparency, flexibility, and seamless interactions with their healthcare providers. But balancing these expectations with operational efficiency is a challenge.

That's where **OSG JourneyConnect®** makes a difference.

Simplifying Healthcare Communications

The **OSG JourneyConnect** suite delivers intelligent, patient-centric communication journeys that make it easier for patients to understand, enhance engagement from those patients, while streamlining processes for healthcare providers. Whether it's appointment reminders, pre-service estimates, billing statements, or payment options, our solutions ensure that every touchpoint is optimized for clarity, accessibility, and action.

Seamless, Multichannel Delivery

Patients interact with their healthcare providers across multiple touchpoints—email, SMS, portal, print, or voice. **OSG's JourneyConnect suite**, ensures that every message is accessible and consistent across all channels, making it easier for patients to take action, no matter their preferred method of communication.

Predefined Journeys for Every Stage of the Patient Lifecycle

We don't just send messages—we also help provide predefined patient communication journeys that are tailored to each patient's needs. They're set up to allow you to plug and play, immediately enhancing your patient communication.



Our predefined communication journeys have touch points that:

- **Enhance Transparency:** Deliver clear, itemized statements and payment options to improve financial understanding.
- **Boost Engagement:** Use personalized, multi-channel messaging to keep patients informed and on track, making it easy for them to take action.
- **Improve Collections:** Offer flexible payment solutions and automated reminders to reduce outstanding balances.
- **Streamline Operations:** Optimize workflows and reduce administrative burden.

Actionable Insights for Better Decision-Making

Our suite of solutions doesn't just deliver communications, it provides valuable **real-time data and analytics** that help payers better understand patient behavior, refine engagement strategies, and improve outcomes.

At OSG, we solve communication challenges and create **seamless, intelligent touch-points** that drive patient satisfaction, reduce costs, and improve financial performance.



Let's transform your patient communications.
Visit us to learn more: osgconnect.com/healthcare