artera harmony



One Platform.
Seamless Orchestration.
Infinite Applications.

Today, U.S. healthcare providers face tightening budgets, staff shortages and rising patient expectations with provider-to-patient digital communication solutions sitting at the intersection of these forces. Healthcare providers must navigate a vast array of vendor solutions with varying functionalities to create a patient communication strategy that addresses all of them. Artera Harmony is Artera's answer to this challenge.

Artera Harmony is a comprehensive patient communications platform designed to boost operational efficiency, increase revenue and enhance the patient experience.

Drive Operational Efficiency and Increase Revenue with Artera Harmony

Artera Harmony is purpose-built for creating high-impact patient experiences that will not only delight your patients but also improve your organization's operating performance. Artera Harmony helps providers build more meaningful conversations, engage patients, track performance, optimize the staff and patient experience, and connect different IT systems. Overall, it's designed to deliver a modern experience to patients, while boosting engagement and saving valuable staff time.

78%
of patients report ease of navigation as a reason for leaving their provider[1]

71%
cite access factors as drivers for selecting a new healthcare provider[2]

The Artera impact

- **More efficient staff**
- **More profitable organizations**
- **More harmonious patient experience**

Build Conversations	Engage Patients	Track Performance	Optimize Experience	Connect Systems
Flows	Smart Inbox	Native Reporting New Dashboards	Insights AI Co-Pilot Staff AI Co-Pilot	Enhanced EMR Writebacks

Harmony Platform

1 Accenture, Healthcare Experiences: The difference between loyalty and leaving
2 Ibid

artera.io | sales@artera.io | 1-833-234-9355

© Artera Inc. 2024

artera harmony	Upgrades	Solution	Impact
Build Conversations	Flows	Build multi-step workflows, with staff user controls for cadence, decision tree elements, and automation triggers.	Significantly enhanced workflow building and automation capabilities. Reduce avoidable cancellations and drive patient compliance by triggering messages before and after patient appointments. Enhance patient engagement by providing the right information at the right time.
Engage Patients	Smart Inbox	Manage communication across practices with a set of user interfaces, incorporating advanced search, sorting, and filtering capabilities.	Improve staff efficiency by consolidating communications into a unified inbox with rich staff efficiency tooling. Expand adoption of conversational messaging by managing large patient populations with ease.
Track Performance	Native Reporting New Dashboards	See your data in real time with natively integrated reporting tools and access to four new dashboards.	Optimize Artera performance by reviewing peer benchmarks and insights on staff-to-patient engagement. Elevate staff efficiency for end users by suggesting prioritization of critical conversations and conversations awaiting a response.
Optimize Experience	Insights Co-Pilot Staff AI Co-Pilot	Analyze patient engagement data to provide recommendations to improve the patient experience. Augment staff capabilities with intelligent sentence completion and advanced translation.	Improve patient engagement through actionable insights and timely recommendations Save staff time by automating quality control aspects of conversational messaging. Incentivize patient engagement by ensuring the messages they receive are high-quality and personalized.
Connect Systems	Enhanced EMR Writebacks	API, FHIR, and HL7v2 integrations enable communication to and from the EHR.	Unified communications experience from one trusted phone number.

Premium Solutions

In addition to the Harmony platform capabilities above, providers can also add on the following premium solutions to enhance their Harmony experience:

- **Pulse Outreach**
- **Care Navigator**
- **ScheduleCare**
- **Call-to-Text**
- **Intake & Payments**
- **Branded Messaging**

Artera's top decile of customers achieve...

94%	<3%	<10%	>70%	>75%
Patient response	No show rate	Late cancellation rate	Referral conversion rate	Completion of annual wellness visits

Deployable for A Range of Use Cases

Artera Harmony supports a variety of workflows across the entire care journey, such as:

- Pre / Post-Procedure communications
- Prep instructions for a visit / consult
- Chronic condition management
- No-show follow up
- Closing gaps in care (wellness visits, mammograms, colorectal cancer screening, vaccines, etc.)
- Billing notifications & online payments
- Referrals scheduling

Ready to transform your patient communications?
Learn more about Artera Harmony at www.artera.io/harmony or contact us at sales@artera.io.

© Artera Inc. 2024