

The Leading Experience Partner for Healthcare



Trusted By Healthcare Brands Across The World



50+
leading care brands

50+
technology patents

Customer success, professional services,
managed services and support experts

Healthcare is changing

73%

of healthcare executives believe their digital offerings lag behind non-healthcare industries

7%

of healthcare organisations have dedicated focus and resources to building a consumer-centric infrastructure

Reputation is important to consumers

90%

of healthcare consumers use online reviews to evaluate providers

3/4

of healthcare consumers want the doctor they choose to be rated 4 out of 5 stars or higher

#3

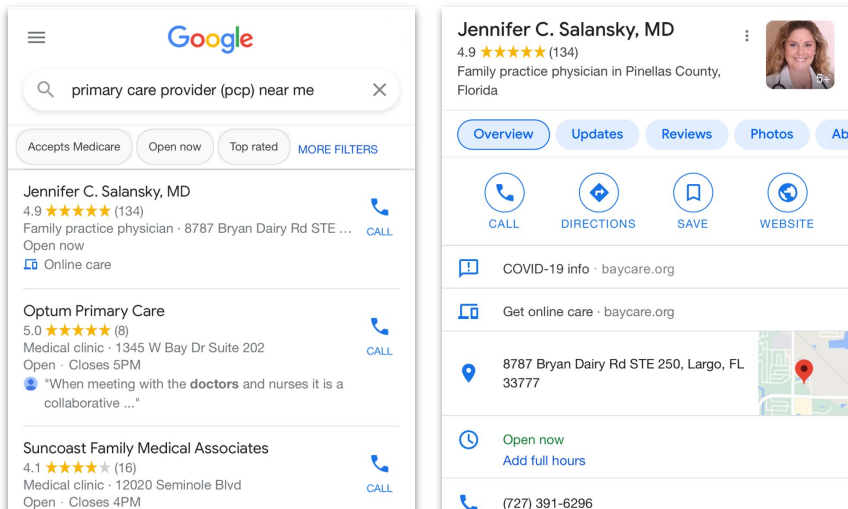
Ratings and reviews are the third most important decision factor for patients, after insurance and location

#1

Google is the #1 review site used by healthcare consumers

Google Owns the Consumer Conversion

One stop for patients seeking care



CALL



DIRECTIONS



SCHEDULE A
TOUR

Ed Yakich

Dr. Salansky was successful in doing what no other physician could over the last 10 years - She assisted in helping me kick my nicotine habit. It has now been over 30 days. Thank you Dr. Salansky!

Response

Hello Ed. We are happy to hear that you were provided exceptional care with Dr. Salansky! We will be sure to let the team know how much you appreciate it! Thank you, Lisa

Near Me

Knowledge Panel

Conversion Actions

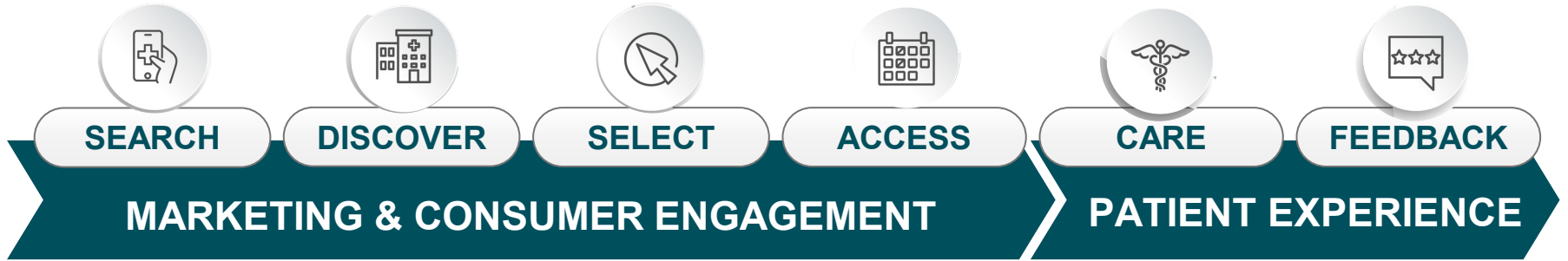
Feedback

Endorsement

Satisfied Consumer

Healthcare Consumer Journey

Improving the experience at each touchpoint



GOALS

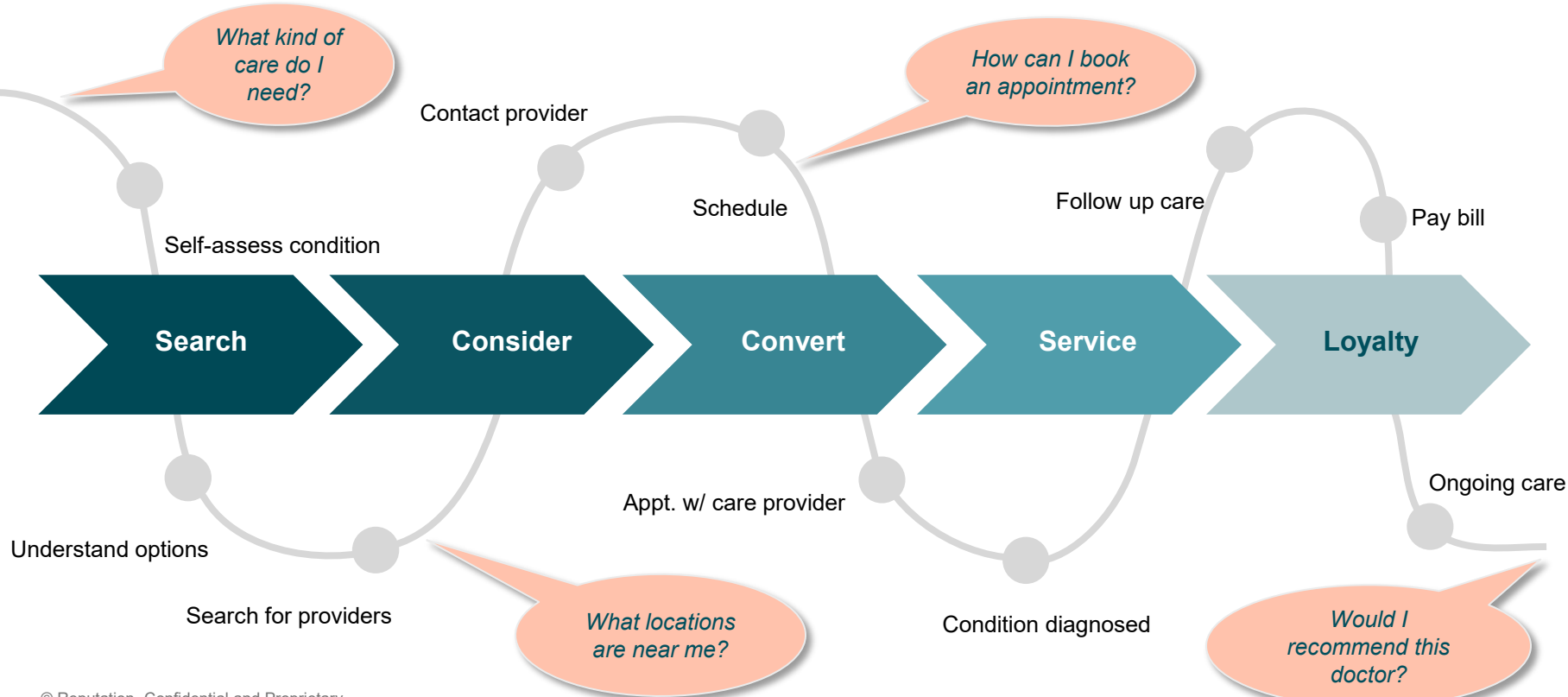
- Maximise online visibility
- Increase conversions
- Manage brand & sentiment

GOALS

- Enable patient access
- Drive referrals into network
- Improve experience & quality

Healthcare Consumer Experience

Understand what patients are doing and feeling at the moments that matter most



A world of interactions demands...

A Platform of Action

