

## CTG's Patient Engagement Solutions

In an increasingly competitive healthcare landscape with revenue significantly tied to value-based care and patient expectations, the need to provide a seamless patient engagement experience is paramount.

To help drive growth and success, healthcare leaders need a partner who understands the importance of an engaged patient population and the role of technology in streamlining patient-provider communications, patient interaction, care, and support.

CTG's Patient Engagement Solutions are delivered by healthcare industry experts, powered by automated, intelligent technologies. These solutions are designed to improve operational efficiencies, increase patient satisfaction, and streamline care management.

By 2024, "patient engagement" will make up **35% of the CMS Star Ratings**, making it the **highest weighted category**.

### Delivering Solutions to Help Automate and Unify a Patient's Healthcare Journey



#### Patient Portal Support

Increase usage adoption and improve home compliance and care with the help of patient-focused, knowledgeable support teams.



#### Medical Device Support and EHR Integration

Maximize the use of health devices through education, registration, technical support, and coordination.



#### TeleHealth Readiness and Support

Optimize consumer satisfaction and user retention while maximizing efficiency for providers.



#### Customized Communications

Make the patient experience frictionless, simple, and efficient through automated, omni-channel communication workflows like appointment scheduling, patient forms, prescription refills, missed visit follow ups, and more.



#### Synchronized Care Coordination

Synchronize the delivery of a patient's health care from multiple providers and specialists while eliminating redundant tests and procedures and reducing costs.

# CTG Offers Healthcare Solutions That Accelerate Your Time to Value

## Digital Portfolio Differentiators



**Industry Leading  
Technology and  
Healthcare Talent**



**Decades of  
Healthcare  
Expertise**



**Proven  
Tools and  
Methodologies**



**Innovative  
Digital Transformation  
Solutions**



**Intelligent  
Automation  
and AI**

## Why CTG?

CTG, a digital HIT leader, offers a full suite of innovative services and solutions. Our team brings decades of healthcare and system experience to every engagement. Coupled with proprietary methodologies, we deliver customized solutions to address your unique requirements—from Epic Installs/Refuels, to CMS Star System Optimization, Patient and Employee Engagement, Community Connect, AI/Automation, Service/Help Desk, ServiceNow, M365, SharePoint, Cloud Migration, App Rationalization, and more. With more than 35 years of healthcare experience, we fully understand what it takes to provide dependable solutions that create foundational stability for growth.

**Solutions delivered by healthcare experts and powered by technology— CTG accelerates the path to achieving your outcomes.**

## CTG's Patient Engagement Solutions and Expertise:

- Care Design and Management
- TeleHealth Readiness and Support
- InBasket Triage, Resolution, and Automation
- Appointment Scheduling Services
- Pre and Post-Visit Support Services
- Patient Proxy Request Support
- Ongoing Service Desk Agent Training
- Digital Front Door
- Digital Process Support (eForms, eConsent, etc.)
- Customized Communications (Phone, Chat, Text, Auto-Calling)

# 97%

**of consumers say that their support desk experience impacts their likelihood of being a return patient**



**About CTG** CTG, a Cegeka company, is at the forefront of digital transformation, providing IT and business solutions that accelerate project momentum and deliver desired value, including data-driven decision making, business performance improvements, enhanced customer experiences, and continuous innovation. We operate in 19 countries across the Americas, Europe, and India. Visit [www.ctg.com](http://www.ctg.com). Rev. 05/24



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