



# Consumer Access

**THE PATIENT EXPERIENCE, REIMAGINED. GROWTH, ACCELERATED.**

Like never before, consumers accessing healthcare demand a seamless experience, with their preferences considered every step of the way.

Consumers have more options than ever when it comes to care, so reimagining access is a mandate. But what it takes to deliver a distinctive consumer experience is a moving target. **What do you need to do today to position your organization as a market leader in consumer access for years to come?**

Get it right, and you can expect a significant upside of serving 15-30 percent more patients with your existing provider base. Get it wrong, and you risk losing patients before they even set foot through your door.

## We can help.

Chartis has delivered groundbreaking solutions to improve the consumer access experience for the last two decades. We offer a comprehensive set of solutions with a customized approach to assessment, stabilization, design, implementation, and sustained performance based on client need:

Consumer access strategy supporting technology and implementation roadmap

Curated access solutions for specific patient populations and service lines

Integrated digital solutions across the consumer access journey

Advanced service center

Capacity management

Patient acquisition and referral management

Performance analytics and dashboards

## The Results You Can Expect to See

Our clients experience measurable results:



Improved use of existing capacity to serve ~15-30% more volume.



Acquisition of new patients into the health system.



Retention and sustained activation of existing patients.



Strengthened relationships with key referring providers.



Physician commitment and engagement.



Enhanced adoption and utilization of IT investments.

# A Proven Partner You Can Trust



## We Bring:

- Unparalleled healthcare-specific experience in improving consumer access
- Passionate and highly skilled interdisciplinary teams
- Deep expertise in integrating existing and emerging digital solutions
- Rigorous attention to physician alignment, change management, and communications
- Measurable and sustained ROI-generating results

## Client Experience

Our representative clients:

BJC Healthcare

Michigan Medicine

Moffitt Cancer Center

NewYork-Presbyterian

Penn Medicine

UAB Medicine

Virtua Health

Wake Forest Baptist Health  
Cancer Center

## Reimagine your consumer experience.

Your consumers are demanding – and deserve – a better access experience, which will lead to greater activation and loyalty to your health system.

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## About The Chartis Group

The Chartis Group® (Chartis) provides comprehensive advisory services and analytics to the healthcare industry. It brings critical thinking and deep industry experience paired with cutting-edge data, analytics, and technology to deliver #NextIntelligence. With an unparalleled depth of expertise in strategic planning, performance excellence, health analytics, informatics and technology, digital and emerging technologies, clinical quality and operations, and strategic communications, Chartis helps leading healthcare organizations achieve transformative results and build a healthier world.

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