

PACGO

OVERVIEW

The Patient and Care Optimiser is a technology solution built *by* general practice *for* general practice. Our one stop shop solution enables your practice to indentify with our analytics engine, engage with our comms hub, schedule using the patient facing scheduler and care for your patients virtually with our virtual consults module. All of this is constantly fed back into the clinical system meaning no manual effort is needed on the clinicians behalf to update any patient record.

Analytics

Actionable insights
Enabling data driven decision making to ensure efficiency

Understand
Sign posts to key bottlenecks and issues

Assurance
Ability to monitor and ensure improvement targets are met

Comms Hub

Tailored Communications
Increase engagement with patients due to personalised messaging and branding

Efficiency
Reduced time to identify and communicate with patients

Automation
Integration to clinical systems to capture communications in SNOMED coding standards resources

Scheduler

Improved Patient experience
Increase options when booking appointments

Efficiency
Reduced phone calls to the practice increasing admin staff

Easy Configuration
Healthcare practices configure the appointment slot options for patient booking, ensuring control of the appointment book and who the patient sees.

Virtual Consult

Engagement
Increase engagement with patients

Efficiency
Increase capacity in the Healthcare practice

Automation
No duplication of effort for clinical coding into clinical system

✓ Improved Outcome for Patients



Comms Hub

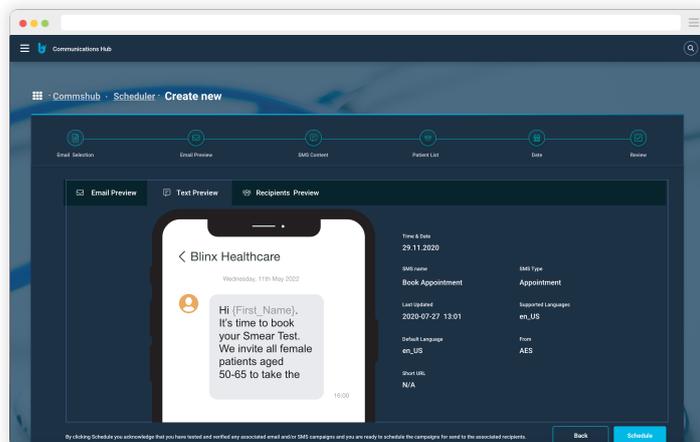
DESCRIPTION

PACO's Communications hub enables Healthcare organisations to engage with individuals or patient cohorts in a simple easy manner, with bulk communication that can handle single click communication to a patient or cohort, such as QOF eligible patients or patients targeted to tackle Health Inequalities.

With a custom template builder customers can create dynamic and engaging communications for general health advice, self-help and news, or invite patients to book an appointment through a unique link for each patient ensuring the patients choose the right appointment with the right healthcare professional.

With the ability to send through Email or SMS, the customer can tailor the digital outreach for each patient or group. Patients can also get confirmation and reminders communications which helps to reduce the DNA rates in a practice.

All communications are automatically coded into the clinical system, and PACO has inbuilt analytics to monitor the impact and success of campaigns. Using this data, improvements can be made to increase the engagement and success rates of future communications.



WHY IS IT IMPORTANT?

- Communicating with patients for standard appointments is a manual and time consuming process for practices to run and high risk of patients being missed
- Did Not Attends (DNA) can be significantly reduced by reminding patients of appointments close to the date and time, and allowing them the freedom to select their own appointment date/time in through our Scheduler (See Scheduler).
- Ensuring the right style of communication for patient demographics can increase the appointment uptake meaning more patients are seen to improve the population health in your practice

WHAT IT DOES

Bulk communication and engagement with patients through simple, clear messaging platform that enables patients to receive appointment booking links or healthcare information En-masse from a healthcare organisation.

BENEFITS

-  **Tailored Communications**
Increase engagement with patients due to personalised messaging and branding
-  **Efficiency**
Reduced time to identify and communicate with patients
-  **Automation & Quality**
Integration to clinical systems to capture communications in SNOMED coding standards improves overall coding quality in the clinical system

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