



# ARE YOU A HEALTHCARE ORGANISATION LOOKING TO:

- 1 **ENHANCE** patient experience?
- 2 **OPTIMISE** patient journeys?
- 3 **INCREASE** patient management productivity?
- 4 **IMPROVE** operational efficiency?
- 5 **OPTIMISE** efficiencies and improve patient flow?

**NEXA is an Australian company that delivers innovative solutions to support the healthcare industry. Here's how we can work with you.**

With Australia's aging population, rising costs and productivity pressures on the healthcare system, technology is the foundation for the future to meet these demands.

Today's patients are not comparing their hospital experience to other hospitals. They're comparing them to their latest purchase on Amazon, the ease of catching a ride with Uber or the personalised service they enjoy in the Qantas airport lounge. With these new experience expectations from the world's leading businesses, it's imperative that healthcare facilities have a patient-centric approach to remain relevant.

NEXA is Australia's leading health solution provider for patient journey management.

Through increased communication to patients right through the entire patient journey from beginning to end, our globally recognised solutions, collaborative consulting and local development expertise ensures we optimise every patient's journey, whilst providing transparency, efficiencies and valuable insights into the back of house operations.

We're ready to help your medical clinic and healthcare facility optimise every patient's journey. Talk to us today to learn more.

# How NEXA works with you

NEXA's revolutionary Healthcare Solution enables small, medium and large healthcare facilities to optimise every aspect of the patient journey.

By connecting patients and staff with information in real-time, and integrating workflows within a healthcare facility, your entire organisation can move forward in unison, fully utilising available resources and managing expectations.

## Our complete NEXA service solution



**1. The Sales team,** who are here to assess an organisation to find the ideal solution.



**2. The Service Delivery Team,** who design, document, and implement these solutions as well as train staff.



**3. The Systems team,** who develop, configure and integrate software solutions to suit each organisation, whilst ensuring hosting, uptime, maintenance, and cybersecurity needs are all met.



**4. The Customer Support team,** who are Australia-based engineers and technicians, on-call whenever they're needed.

## HOW NEXA'S SOLUTIONS INTEGRATE WITH YOUR ORGANISATION



**1**  
**Appointment Scheduling**



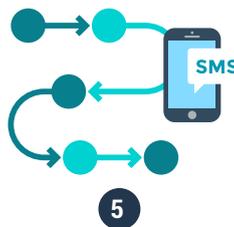
**2**  
**Patient eCommunications**  
i. SMS Appointment confirmations  
ii. SMS Appointment reminders  
iii. SMS Referral Expiry reminders



**3**  
**Self-Check in**  
i. Self Service Kiosks  
ii. NEXA Visit – Web App  
iii. Face to Face



**4**  
**Auto Routing**



**5**  
**Wait Room Management**  
i. SMS waiting reminders  
ii. Patient facing displays



**5**  
**Dashboards and reporting**

## NEXA PRODUCTS

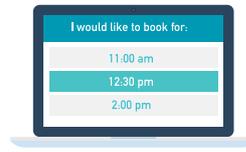
From major public hospitals to community clinics, our solution is flexible and integrates with core systems. As an enterprise suite, it can plan and manage in real-time any kind of patient-related interaction, task or workflow.



**NEXA Visit** allows patients to check-in for their appointments upon arrival on their mobile devices, giving your staff more time to spend with patients who need assistance.



**NEXA Voice** allows you to collect and measure customer and patient satisfaction levels with real-time reporting that can be accessed at any time.



With **NEXA OASIS**, your customers can book and manage their appointments online, making everything more convenient for both them and your team.



With **NEXA eConciierge**, staff have a portable tablet, so they can greet people at the door, manage queues and humanise the customer experience on-site.

## The benefits

At NEXA, we combine globally recognised software with local consulting and development expertise, to create robust solutions to meet your organisation's needs, offering you the following benefits:

- Improved waiting room management, reducing queues at reception areas
- Reduced patient wait times
- Empower your patients and staff with real-time information
- Improved communication between patients, admin and clinical staff
- Reductions in last-minute cancellations and no-shows
- Improved outpatient flow for staff
- Transparency of service and improved data
- Improved patient privacy
- Improved hospital revenue
- Real-time data and dashboards for hospital managers

## OUR CLIENTS INCLUDE



Your local Healthcare Professional Team have led over 30 implementations over the past 10 years. We're ready to explore how the NEXA Healthcare Solution can optimise your patient journey.



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Talk to us today to find out how we can help make your customer interactions matter:

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