

Plastic Surgeons



AI for Aesthetic Care

Smarter Surgery

360[®]

CONCIERGE CARE®

for Plastic Surgeons

AI-Software Bridges the Communication Gap Between Patients & Providers



Creating a 5-star Experience for Patients & Healthcare Professionals

As the healthcare landscape continues to change, so too has the approach to patient care. Concierge Care tackles the population health management, patient experience, finance, and reimbursement issues facing Plastic Surgeons.



Improve clinical outcomes



Increase medication adherence



Manage risk for patient participants



Optimize patient communication and management



Enhance patient receptivity



Provide a better understanding of the patient journey

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360

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AREAS OF OUTREACH

Care Coordination

- ✓ Not every patient can be motivated to be positively active in their own self-care with the same approach.
- ✓ 360 offers customizable Concierge Care[®] programs that yield evidence-based post surgical results.



Concierge Care leverages BehavioralRX[®] to deliver clinical directives in a step-by-step, behaviorally and cognitively based format; combined with wellness tips, instructional videos, and motivational incentives.



"Alexa, ask Caren to have someone give me a call."



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AREAS OF OUTREACH

Care Communication

Powered by our AI-platform, care communication provides aesthetic care patients with The specialized remote care they Need while supporting healthcare professionals to address specific patient acquisition, retention, readmission reduction, and transitional care.



Risk stratification and integration with backend systems allow messages to be personalized for better outcomes. With Concierge Care, healthcare professionals can deliver a variety of communications, including motivational reminders, wellness tips, surveys, and more. Our interactive, secure two-way text (SMS) messaging supports images and goes above and beyond enabling patients to get the answers they need in-the-moment, during and after hours.

Our care communications programs include:

- Acquisition
- Retention
- Readmission reduction
- Transitional care



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AREAS OF OUTREACH

Special Alerts

With our special alerts engagement category, healthcare professionals can rapidly distribute need-to-know information to targeted populations for a variety of outcomes.



Our special alerts program allows health care professionals to make members aware of health and situational advisories, including:

- Ad Hoc Alerts
- Air Quality Index Alerts
- Community & Live Alerts
- Emergency Alerts
- Environmental & Seasonal Alerts
- Health Alerts
- Weather Advisories





Areas of Focus for Plastic Surgeons

FINANCIAL GOALS

- Optimize Reimbursements
- Increase Overall Revenue
- Improve Bottom-line Profitability
- Reduce Healthcare Expenses (for own healthcare plan)

PERSONNEL OBJECTIVES

- Reduce Staff Turnover
- Control & Reduce Absenteeism / Presenteeism
- Improve Worker Productivity
- Increase Employee Engagement

OPERATIONS & PATIENT MANAGEMENT

- Increase Patient Acquisition & Retention
- Maximize Current Patient Utilization
- Increase Brand Awareness and Loyalty
- Drive Clinical Team Efficiencies
- Improve Patient Clinical Outcomes (Chronic Conditions)
- Clinical Reporting & Analytics (Outcomes & Efficacy)
- Reduce Re-admittance Rates
- Improve Patient Experiences

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