



Healthcare Solutions Brief

Quality Healthcare Starts with Exceptional Patient Experience

Prove to your patients their care is your priority

Consumer expectations are changing and healthcare is no exception — keep up by providing a user-friendly way for them to engage with your healthcare organization. Whether it's a clinic, a primary care doctor's office, a laboratory, wellness service provider, or an in-home visit, patients can easily schedule an appointment through your organization's website or patient portal and be matched with the provider who has the appropriate skills to meet their needs.

Less scheduling, more patient care

Spend less time going back and forth with patients to book an appointment and more time doing what you do best — providing great healthcare. Patients are guided through a configurable workflow to securely book an appointment, and they'll feel confident knowing they'll be paired with the right professional.

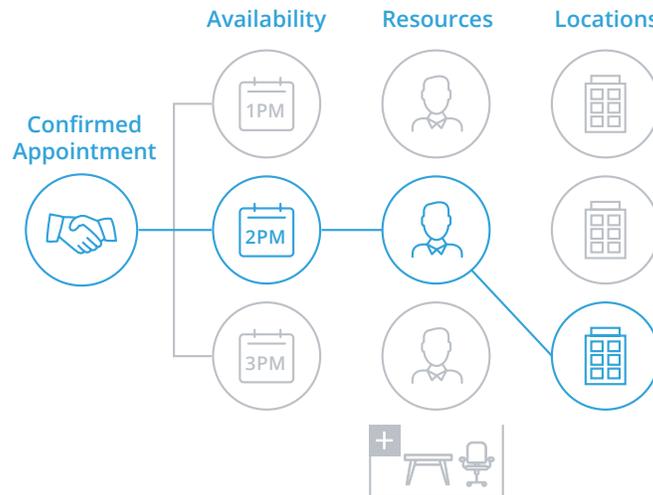
Easily manage multiple resources

Maximize the utilization of providers' time, as well as additional resources ranging from specialized equipment to beds and rooms. Resource skills and prioritization are used to match patient needs, ensuring cost-effective delivery of quality care and outstanding patient experience.



Improve appointment show rates

With email and text message reminders, your patients will be less likely to miss an appointment, significantly decreasing your no-show rates and cancellations and ensuring your practice runs at optimal efficiency.



Maximize your availability

Easily fill last-minute openings in your calendar caused by cancellations and shifting schedules, making the most of your time. You'll be able take more appointments and serve more patients.



87% of consumers would be willing to schedule an appointment online or through a mobile device to meet with their healthcare provider.

Easily meet patient preferences by allowing them to schedule appointments with your staff right from your website or patient portal.

Who We Are

TimeTrade creates conversations that drive business. The company equips organizations to provide personalized service to every customer, every time, creating a service guarantee that improves customer satisfaction, loyalty and retention, and increases sales growth. TimeTrade's leading-edge Customer Engagement Cloud, an enterprise platform delivered through a worldwide cloud-hosting network, provides omnichannel and mobile application tools for managing the most critical part of the customer journey: the live conversation. It includes several tightly integrated modules for online [appointment scheduling](#), [queue management](#), and data rich [analytics and reports](#). The company's patented cloud technology is proven secure and scales to meet the demands of the largest multinational enterprises as well as midsize and small businesses. More than 400 of the world's most successful brands—including the largest banks, retailers, sales organizations and healthcare systems—rely on TimeTrade to power their live customer conversations and improve the customer experience, in person, by phone or online.

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