



Digital front door

Consumer Engagement

The screenshot shows the Orion Health Digital Front Door website. At the top, there is a navigation bar with the Orion Health logo, a language selector for 'Français', and menu items for 'Digital Front Door', 'Our services', 'Our services', 'Help & resources', and 'Sign in/register'. The main content area features a large banner with the headline 'Omnichannel health care made easy for you' and a sub-headline 'By providing better access to the best healthcare providers and tools to help manage your health quicker & easier.' Below this is a 'Chat online' button and an image of a man and a woman looking at a tablet. Underneath the banner is a section titled 'Digital Front Door tools & features' with a brief description: 'Digital Front Door bridges the gap between health care professionals and you and your family. Choose to manually navigate through our brand new digital platform or use our conversational AI to help you find the care you need.' This section contains four feature cards: 'Symptom assessment' (Run symptom check), 'Telehealth virtual care' (Sign in & book), 'Find a health service' (Search now), and 'Medical library' (Explore Now).

A consumer engagement solution that redefines the healthcare experience

Orion Health's digital front door is a comprehensive consumer engagement solution that provides digital tools for people to interact with health and care organisations. It is a secure, open and scalable platform that enables organisations to bring new and existing patient engagement technologies together into a unified, user-friendly hub.

What is a digital front door?

Orion Health's digital front door solution provides consumers with an efficient, cohesive, multi-channel access point to the health system, information and advice .

Arguably the biggest challenge facing healthcare is the continually rising frustrations from consumers around the way they interact with the health system. A digital front door answers this by providing consumers with efficient, cohesive and convenient access through a consistent, easy to use, multi-channel interface.

Because a digital front door solution spans such a wide variety of functions, it is best regarded as a strategic platform wrapping around all consumer-facing initiatives. If initiatives are implemented in silos the end result is a fragmented consumer experience. A digital front door addresses this by providing a single hub through which all interactions can occur, e.g. e-referral, symptom assessment, virtual care and remote monitoring.

By leveraging existing technologies, going paperless and adding virtual care services, organisations are better equipped to manage demand whilst simultaneously improving the consumer experience.

Benefits



Improves customer experience



Maximises value of existing patient engagement technologies



Streamlines end-to-end customer journeys



Provides a secure hub for all care interactions



Enables efficient use of precious healthcare resources



Helps to address gaps in health equity

Use cases

Orion Health's digital front door is an adaptable solution that can be tailored to the specific needs of healthcare organisations depending on their priorities and strategic direction.



Reducing ED demand

A large state-wide, regional or provincial health system with a goal of reducing unnecessary emergency department (ED) visits.

Implementing several digital front door components, such as a symptom checker, combined with system navigation capability and easy access to trusted information about many health conditions, allows consumers to identify and find appropriate services more easily. This will replace unnecessary trips to an ED and support consumers virtually in their homes.



Redefining customer experience

A private healthcare provider and payer whose goal is to offer a top notch service to customers and potential customers.

Leveraging a digital front door integrated into a broad virtual care offering will provide 24/7 seamless access to healthcare services and triage, and radically change the way their customers experience healthcare.



Streamlining admissions

A private healthcare provider aiming to streamline the hospital referral and pre-admission process for its patients, reduce the use of paper and optimise healthcare resources.

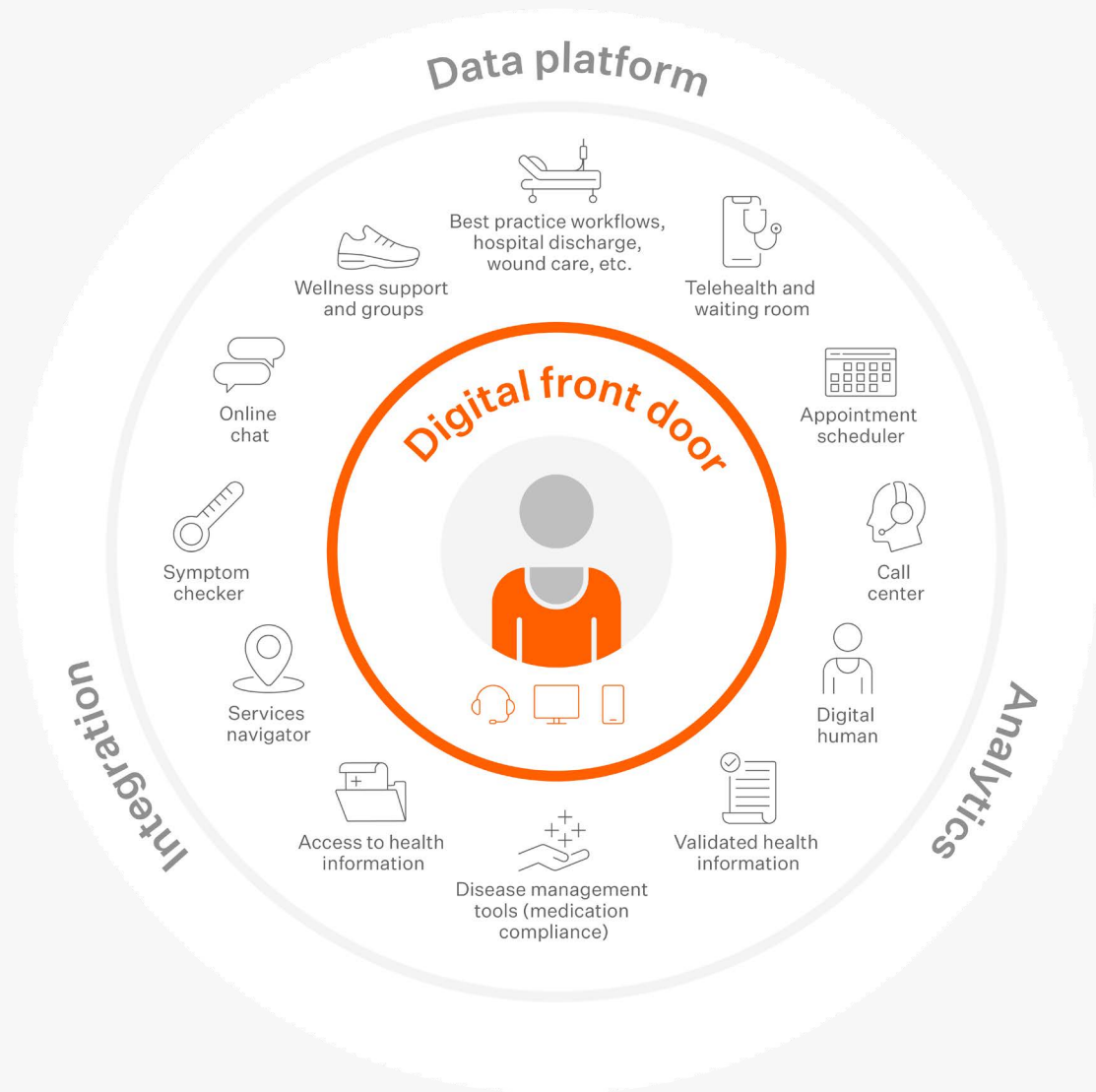
This would be achieved by leveraging several digital front door components including a mobile responsive web application that allows patients to complete and view admission forms, gain access to their health records to, receive reminders and communicate with their care team, view documentation, and access insurance details and make payments.



Promoting wellbeing

A municipal government whose priority is assisting consumers with maintaining wellness.

Implementing several digital front door components, such as a provider directory centred around wellness providers, wellness and support groups to empower self-care and a symptom checker to help patients assess their condition in the comfort of their own home.



SKU	Product	Description
DFD	Digital front door	A consumer engagement solution that redefines the healthcare experience

Want to learn more about Orion Health’s digital front door?

Get in touch info@orionhealth.com

[Find out more at orionhealth.com/global/products/digital-front-door/](https://www.orionhealth.com/global/products/digital-front-door/)

