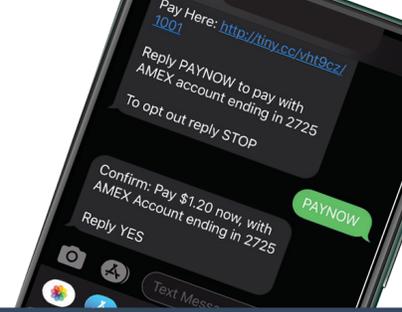


DIGITAL FIRST

A Seamless Solution That Simplifies Sending Digital Communications



Our Digital First solution prioritizes digital delivery in advance of printed communications. This **digital-first approach** actively promotes non-paper billing to patients who are most likely to engage digitally.

The returns are astonishing.

Digital First Increases Patient Engagement and Optimizes Costs

Using a Digital First solution closes the digital gap in healthcare financial communications to deliver the digital experience that patients want, and providers need, to optimize effectiveness. Combined with a more strategic balance of printed communications, our digital first approach allows healthcare organizations to **shift confidently** to digital delivery, which is **faster, more easily actionable, and less expensive** than print and mail for patient billing and payments.

Providing important financial information to patients using SMS/text messages and email allows patients to act on that information **sooner and at a lower cost**. Because patients who engage digitally tend to pay digitally.

Your Digital Transformation Starts Today

We understand that digital isn't right for everyone but knowing the most effective engagement channel and **balancing the use of digital and paper communications** is the right approach in healthcare. We know that providers want digital innovation to control costs, improve performance, and meet patient expectations.

We take a more holistic view of the patient's digital profile to balance cost with results—by offering the digital convenience patients crave. With technology powered by RevSpring, let KeyBridge help digitally transform your financial communications using a **compliant, seamless, and proven methodology**.

RESULTS

- Patients pay 11 days faster in aggregate, on average
- Patients receiving a text are 34% more likely to pay
- 52% of payments made directly from the text were within 24 hours of sending the text
- 35% of payments made directly from the text were within the 1st hour of sending the text

FEATURES

- Simplify the digital shift
- Prioritize digital, use print strategically
- Increase patient engagement
- Manage patient engagement centrally
- Reduce print and overall communication costs