

The transformative role of generative AI in healthcare

How to elevate personalized care and health delivery



Healthcare organizations face unprecedented challenges in managing clinical data, ensuring regulatory compliance, and delivering superior patient care while controlling costs. OpenText's comprehensive suite of healthcare solutions empowers providers to transform fragmented information ecosystems into unified platforms that drive operational excellence, enhance clinical outcomes, and improve the patient experience.

Today's healthcare providers operate in an environment of mounting complexity. With a significant portion of healthcare data remaining unstructured and siloed across disparate systems, clinicians waste valuable time searching for critical information. Regulatory requirements continue to intensify, with substantial non-compliance penalties. Meanwhile, many patients report frustration with disconnected care experiences, and operating margins have declined over the past few years.. Healthcare organizations require intelligent solutions that connect fragmented data landscapes, streamline workflows, enhance patient engagement, and deliver actionable insights that drive both clinical and financial outcomes.



Expert Healthcare Consulting

Our healthcare specialists will help design your perfect system, tailored to your hospital or clinic's specific needs. They'll create workflows that match how your doctors and nurses actually work.

24/7 Managed Support

Let our technical team monitor your healthcare systems around the clock. We'll handle updates, maintenance, and troubleshooting so your staff can focus on patient care without technology worries.

Healthcare Team Training

Get your doctors, nurses, and staff comfortable with the new systems through custom training programs. Choose from online courses, in-person workshops, or certification programs that fit busy healthcare schedules.

Rapid Healthcare Setup

Get up and running quickly with pre-built templates designed specifically for healthcare. Our QuickStart program can have your basic system working in just 30 days, so you can start improving patient care right away.

Connect all patient information in one place

Healthcare Information Exchange brings all your patient information together, so doctors don't miss important details. The system works with all major healthcare standards while keeping patient information super secure and meeting compliance requirements. When you connect all of your computer systems:

- Information silos are reduced, so everyone can work together better.
- Doctors find patient information faster, helping them making better decisions more quickly
- Hospitals perform fewer duplicate tests (22% fewer) and have fewer readmissions (17% fewer)

Simplify paperwork while following regulations

Clinical Document Management helps healthcare teams handle all their important paperwork. Smart computer programs automatically sort and route documents, which:

- Improves staff productivity so they can focus on patients, not paperwork.
- Automatically follows retention policies and tracks who sees what.
- Allows doctors to find specific information in seconds instead of minutes.
- Ensures the right information gets to the right people while keeping everything private.

Connect with patients using their method of choice

The Patient Experience Platform creates better relationships with patients through digital tools. Personalized patient communications:

- Improves patient satisfaction scores by 42 percent.
- Reduces missed appointments by 31 percent, thanks to automatic reminders.
- Allow patients to see their records, schedule appointments, and refill prescriptions online/
- Allow patients to ask questions via secure messaging so they do not have to visit the office.
- Improve patient adherence to their care plans by 27 percent.

Use data to make smarter decisions

Healthcare Analytics Suite turns all your information into useful insights. With smart data tools:

- Operational costs drop by 26 percent, on average.
- Dashboards show issues in real-time before they affect patient care.
- Doctors can spot high-risk patients early and help them before they decline.
- Hospitals can schedule the right number of staff, cutting overtime costs by 19 percent.
- Billing becomes more accurate, bringing in more money that was being missed.

Success story:

Regional health system transforms patient care

[Read the full case study ›](#)

The challenge

“Our doctors were spending more time looking for information than treating patients. With data spread across 12 different systems, we couldn’t deliver the coordinated care our community deserves.”

Dr. Sarah Johnson, Chief Medical Officer

The solution

Midwest Regional Health implemented OpenText’s Healthcare Information Exchange and Clinical Document Management solutions, connecting all their hospitals and outpatient clinics in just 90 days.

The results

- **78% reduction** in fragmented patient information
- **35% increase** in provider productivity
- **22% decrease** in duplicate testing
- **\$2.4 million** saved in operational costs within the first year

“Now our providers have complete patient information at their fingertips. They can make better decisions faster, and our patients can feel the difference in their care experience.”

James Wilson, CIO

Resources

[Driving Successful Business Restructuring in Life Sciences ›](#)

[OpenText AI for life sciences ›](#)

[Content Abandonment in Life Sciences ›](#)

[Embracing Predictive Maintenance for Life Sciences Manufacturers ›](#)

[Transformative Role of Gen AI in Healthcare ›](#)



OpenText Healthcare Solutions deployment options:

Accelerate cloud strategies with OpenText cloud experts

- OpenText Managed Private Cloud

Extend your team

- On-premises software, managed by your organization or OpenText

Run anywhere and scale globally in the OpenText public cloud

- OpenText Healthcare Solutions, run in the OpenText Public Cloud (multi-tenant SaaS) consumed as a service

Run anywhere and scale globally in the hyperscaler cloud of your choice

- Hyperscaler cloud partners (OpenText Private Cloud, AWS private or public cloud, GCP private or public cloud, Azure private or public cloud)

Develop, connect, and extend your information management capabilities

- APIs from OpenText Developer Cloud

Why OpenText

- Significantly reduces data silos, improving care coordination.
- Enhances staff productivity while ensuring better compliance.
- Boosts patient satisfaction through personalized experiences.
- Lowers costs with AI-powered operational insights.