Revolutionizing patient care: The impact of generative AI in modern healthcare

Enhancing personalized care and health delivery

Benefits

- **Healthcare Information Exchange:** Reduces data silos, improving care coordination
- **Clinical Document Management:** Increases staff productivity while enhancing compliance
- **Patient Experience Platform:** Boosts patient satisfaction scores through personalization
- **Healthcare Analytics Suite:** Decreases costs through AI-powered operational insights

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 revolutionize the patient experience.

Today's healthcare providers operate in an environment of mounting complexity. With much healthcare data remaining unstructured and siloed across disparate systems, clinicians waste considerable time weekly searching for critical information. Regulatory requirements continue to intensify, with substantial non-compliance penalties per violation. Meanwhile, many patients report frustration with disconnected care experiences, and operating margins have declined significantly 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.

Services

Services to support your healthcare solutions

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. Connecting all your computer systems:

- Significantly decreases information silos, so everyone can work together better.
- Helps doctors find patient information much faster so they can make decisions more quickly.
- Decreases hospital readmissions and helps ensure they perform fewer duplicate tests.

The system works with all major healthcare standards while keeping patient information super secure and following all the rules.

Simplify paperwork while following regulations

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

- Improving staff productivity so they can focus on patients, not paperwork.
- Automatically following retention policies and tracking who sees what.
- Allowing doctors to find specific information in seconds, instead of minutes.
- Ensuring the right information gets to the right people while keeping everything private.

Connect with patients using their preferred methods

The Patient Experience Platform creates better relationships with patients through digital tools. Personalizing how you communicate:

- Significantly improves patient satisfaction scores.
- Decreases missed appointments considerably, thanks to automatic reminders.
- Allows patients to view their records, schedule appointments, and refill prescriptions online.
- Lets patients ask questions without visiting the office through secure messaging.
- Makes it easier for patients to follow their care plans after leaving the hospital.

Use data to make smarter decisions

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

- Drop operational costs significantly, on average.
- Provide dashboards that show issues in real time, before they affect patient care.
- Help doctors spot high-risk patients early so they can treat them before their condition worsens.
- Help hospitals schedule the right number of staff, cutting overtime costs.
- Increases billing accuracy, helping hospitals find money that was being missed.

Transforming healthcare through information excellence

healthcare solutions deliver measurable results: significant reduction in data silos, substantial improvement in patient satisfaction, and considerable decrease in costs. Unlike point solutions, which creating new silos, OpenText provides a unified platform for data management, compliance, analytics, and patient engagement. With many years of healthcare expertise and minimal-disruption implementation, we deliver transformative outcomes positioning your organization for sustainable success.

Success story:

Regional health system transforms patient care

Read the full case study ›

The challenge	The solution	The results
"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."	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.	• Less fragmented patient information • Increase in provider productivity • Decrease in duplicate testing • Considerably lower operational costs within the first year
Dr. Sarah Johnson, Chief Medical Officer		**"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

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