



# Engage Your Patients Every Step of Their Care Journey



## Communication Software with a "Patients First" Approach

Twistle puts your patients at the heart of their healthcare journey, keeping them engaged, on track and supported. Your patients will be empowered with personalized, step-by-step guidance that is automatically delivered to their mobile phones. They will love the knowledge, coaching and reminders, and you will be able to improve patient outcomes, safety and satisfaction, all while maximizing operational efficiency.



*Twistle engages more patients. Why? Radical convenience!"*

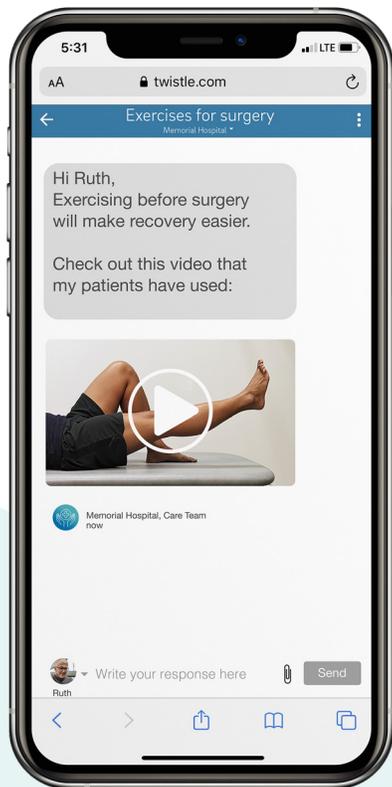
*Clinical Department Chair and  
Professor, Multi-Hospital System*

# ROI for Your Organization and Your Patients

The true value of a patient engagement platform is only realized if it can activate patients in their own care. Twistle automates HIPAA-compliant communication between care teams and patients to transform the patient experience, drive better outcomes, and reduce costs. Our clients consistently realize a clinical, financial and operational return on investment.

“*Twistle is an equalizer in our quest to deliver equitable care that benefits all patients.*”

*Medial Director of Tele Acute Care,  
Multi-Hospital, Multi-State Health System*



## Engage Patients on Their Mobile Devices

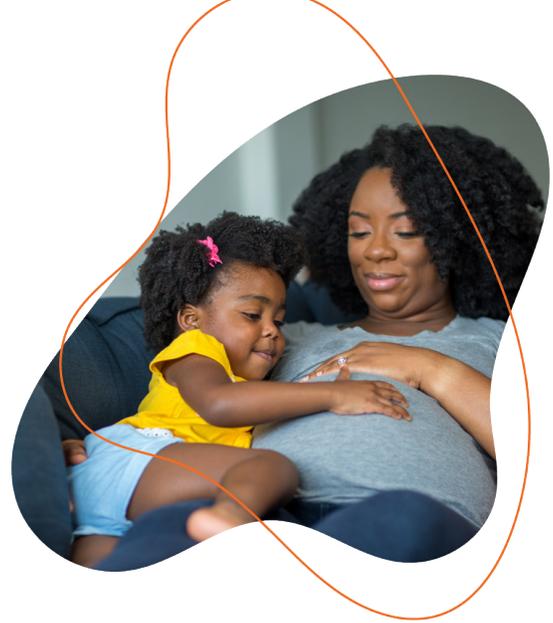
Reach your patients where they live their digital lives: their mobile phones. Our rich library of clinical content and communication best practices address your engagement needs across service lines, sites, clinical practices, devices, and protocols. A variety of methods are used to keep your patients on track with their medical plan of care.

- Assessment forms
- Appointment reminders
- Care plan instructions
- Educational videos
- Encouragement
- Navigation / Directions
- Prevention and wellness coaching
- Remote patient monitoring
- Satisfaction surveys

- 90%+ Patient engagement
- 15% Improvement in medication and device adherence
- 29% Decrease in phone call volume
- 38% Fewer readmissions
- 30% Shorter length of stay
- 30% Reduction in no show rates
- 93% Patient satisfaction

# Reach Every Patient, Reduce Health Inequities

Achieve consistently high engagement rates by delivering customizable support and monitoring to patients who need it most. With the ability to support patient communication across SMS text, the Twistle app, interactive voice response (IVR), or through your existing portal, Twistle makes it easy for your team to seamlessly deliver exceptional care.



## Serving Providers, Payers, and Life Sciences Companies

Twistle's patient-centric experience helps you achieve your quality goals, reduce costs, increase compliance, and improve outcomes.

- Surgical episodes
- Chronic care management
- Care variation
- Medication and device adherence
- Population health
- Care coordination / navigation
- Patient reported outcomes (PROs)
- Quality / HEDIS / NCQA data collection

### Health Systems/ Providers

Reduce care variation,  
Improve compliance,  
Optimize self care

### Payers

Prevent illness,  
Drive pop health,  
Manage chronic  
conditions

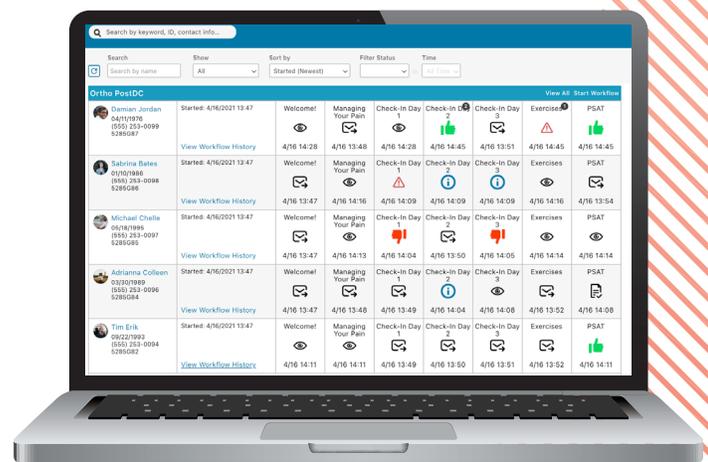
### Life Sciences Companies

Collect real world data,  
Drive adherence,  
Improve reimbursement

## Streamline the Experience for Patients and Your Team

Seamless integration with your existing systems such as electronic medical records (EMRs), client relationship management (CRM) tools, pharma hubs, and other electronic systems allows your team to spend more of their time with patients. Communication pathways are automatically initiated through order sets, procedure schedules or other electronic triggers, and patient response data is integrated back into your source systems.

Alerts and dashboards are used to prioritize patient intervention for your team, so they can spend their valuable time on those who need them most.



## Connect to Patients More Than Ever Before

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New technologies are changing the way patients stay connected and on track. Twistle's discrete data integration with in-home monitoring devices enables personalized responses and data-driven care team communication. Help your patients stay engaged and on track using a growing number of remote patient monitoring devices.

- Activity trackers
- Blood pressure, heart rate and temperature monitors
- CardioMEMS™ and ventricular assist devices (VADs)
- Continuous positive airway pressure (CPAP) appliances
- Glucose monitors
- Pulse oximeters
- Weight scales



*We've achieved shorter lengths of stay and fewer readmissions, while also improving staff efficiency."*

*Surgeon and Director of Colorectal Cancer Program, Multi-Facility Health System*

## Customize Your Patient Communication

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Using Twistle's flexible platform, you can edit and customize existing communication pathways, create your own to address specific needs, and optimize content over time. Pathways are also personalized for patients based upon their care plan, form responses and remote physiologic monitoring data.

