AI-powered Patient Experience Platform: Streamline care access and improve outcomes

Commure Patient Experience automates every patient journey—from referral to recovery—with personalized, bi-directional communication across any channel.

With deep Electronic Health Record (EHR) integrations and evidence-based patient education content, Commure Patient Experience helps care teams reduce no-shows, boost engagement, and improve outcomes—without increasing staff burden.

Simplify Healthcare with Intelligent Platform Capabilities

Engage patients on their preferred channels with **conversational AI.**

Enhance access and experience by meeting patients wherever they are (SMS, voice, WhatsApp, email, and portal communication) while speaking in their terms.

Confidently prescribe configurable **clinician-authored care programs**

Share evidence-based education and guidance with patients via digital care pathways designed and curated by clinicians or health system protocols.

Increase efficiency and reduce burnout with **automated care logistics.**

Reduce manual, repetitive tasks and outreach with AI-workflows to handle appointment scheduling, reminders, assessments (e.g., PROs), screenings, and escalation workflows.

Ensure seamless care coordination workflows with an **integrated data ecosystem.**

Connect systems and data with native integrations with leading EHRs (Epic, Cerner, etc.), telephony systems, and care coordination platforms.

Triage and support care journeys with a **unified engagement dashboard.**

Give providers a consolidated view of patient journeys, alerts, and communication history to prioritize next steps for follow ups or care team communication.

Empower care teams with **safe, compliant, and user friendly tools.**

Reduce risk with a SOC 2, HIPAA, and HITRUST certified platform, with nurse-in-the-loop escalation workflows and audit-ready activity logs.

Commure Patient Experience in Action

How It Works:

1. Trigger patient enrollment automatically from the EMR.
2. AI handles communication, reminders, and escalations.
3. Care teams intervene only when needed—via a unified dashboard with complete interaction history.

Care Pathways for Every Clinical Occasion and Specialty:

- Patient navigation and access
- Preventive and routine care follow-ups
- Pre-surgical prep and readiness
- Chronic care management

"If there's an opportunity just to have a single partner for all of our care plan needs, it operationally makes a lot more sense."

Manfred Lee
COO, Mirvie

Built for Impact. Designed for Care Teams.

Drive Operational Efficiency

Automate repetitive tasks like appointment reminders and pre-op instructions to free up staff and reduce burnout.

100M+
patient engagements annually

Enhance Clinician & Patient Experience

Increase clinicians' real-time insight into care gaps with intelligent triage. and expand patient access and engagement with app-less, omnichannel outreach.

92
NPS for patient satisfaction

Protect Resource Allocations & Revenue

Keep procedures on track, optimize schedules, and reduce cancellations with proactive nudges and intelligent triage.

54%
reduction in no-shows and same-day cancellations

Improve Patient Outcomes

Boost preventative care appointments, patient education, care plan adherence, and procedure preparation with evidence-based content and reminders.

96%
patient-reported Rx adherence

Trusted By Leaders in Care

YaleNewHaven**Health**   **Jefferson**   Intermountain Health   **Northwell** Health®   BOSTON MEDICAL CENTER

Transform care access and coordination today, with Commure Patient Experience.
commure.com/commure-engage