

The Patient Experience Layer for Healthcare.

One configurable platform. Unlimited patient experiences.

We power the patient relationship from first contact to lifelong engagement across the entire care continuum. **Helping people care for people.**



Measurable Impact



Patient Engagement
Every touchpoint, one platform.



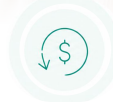
Better Experiences
Consistent across all sites.



Empowered Teams
Staff focus on care.



Automation
Automated end-to-end workflows.



Efficiency & Lower Cost
Less admin. Lower cost per patient.



Revenue Growth
Higher service adoption.

>85% voluntary digital intake adoption • 100% automated check-in, staff handle exceptions only • **Kantonsspital Baden**
Patients self check-in digitally; eligibility and records are verified automatically, only exceptions reach the front desk.

Built for your existing IT ecosystem.

EHR-agnostic. No rip-and-replace.

Works with your EHR, PM and billing systems, even when every site runs something different.



Clinical & practice systems manage operations

EHR • PM • Scheduling • Billing/RCM • Identity • Lab • Imaging • OR • CRM



Patient portals digitize individual interactions.

Intake • Appointments • Documents • Results • Messaging • Billing



The Patient Experience Layer orchestrates the entire patient relationship.

Digital Front Door • Patient Journey • AI • Engagement • Family & Caregiver Access • Continuity of Care

One branded patient experience across every location, whatever systems each site runs.

Start small. Scale fast.

Suggested Starting Points

One configurable platform. Activate new capabilities as your digital strategy evolves. New release every 4 weeks, critical updates in 2.



Foundation

Everything to get started

- ✓ Mobile App
- ✓ Appointments & Messages
- ✓ Virtual Care
- ✓ Documents & Forms
- ✓ Tasks & Notifications
- ✓ Secure Patient Profile
- ✓ 21+ Languages
- ✓ Family & Caregiver Access

APP ONLY



Digital Front Door

Omnichannel in your Branding

Everything in Foundation, plus:

- ✓ Fully Branded Experience
- ✓ AI Patient Concierge
- ✓ Web Experience
- ✓ Smart Entry & Check-In
- ✓ Ticketing & Patient Routing

APP + WEB + SMART ENTRY



Experience

Extra Value. Enterprise-wide.

Everything in Front Door, plus:

- ✓ Enterprise-specific UI & more
- ✓ Marketplace & Services
- ✓ Loyalty & Prevention Program
- ✓ Configurable Care Pathways
- ✓ Advanced Virtual Care & Future Modules

FULLY BRANDED ECOSYSTEM

HIPAA-aligned architecture. Enterprise-grade security. ISO 27001 program underway.

Trusted by leading healthcare pioneers

Live at 9+ hospitals & clinics • 70,000+ registered patients • 100% configurable, no custom code

Self-service configuration & auto-deployment via Microsoft Marketplace



Kantonsspital Baden

First European deployment of the Siemens Smart Hospital platform.



Swiss Paraplegic Centre

Swiss Paraplegic Centre

Recognised private specialist clinic for spinal cord, back, and respiratory care.



UNIVERSITÄTS-KINDERSPITAL ZÜRICH

University Children's Hospital Zurich

Leading pediatric care and research institution.



Klinik Lengg

Competence center and clinic for epileptology and neuro-rehabilitation.



Microsoft | Marketplace

Available on
Siemens Xcelerator Marketplace



heyPatient

One platform.
Unlimited patient experiences.

Build the future of patient experience together.
Book a 20-minute demo → heypatient.com/usa



Innosuisse
Scale-up