







# Optimize Access and Experience To Drive Value

Tegria aligns healthcare operating models, balancing clinical resources with patient needs to drive efficiency and improve care delivery.

- ✓ Patient Engagement Strategy
- ✓ Contact Center Development
- ✓ Capacity Management
- ✓ Integrated Scheduling
- ✓ Care Model Modernization
- ✓ Clinical Efficiency



## Aligning Operations and Technology to Transform the Access Operating Model

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**Increased Clinician Capacity**  
 We simplify and standardize provider schedules and enhance systemwide alignment to maximize clinician utilization.
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**Efficient Clinical Workflows**  
 By streamlining clinical workflows, we ensure your clinicians operate at top of their license with technology that accelerates rather than hinders their work.
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**More Aligned Operations**  
 We transform integrated scheduling workflows—including registration, eligibility, referral management, and decision trees—across clinics, access centers, and billing offices.
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**Smooth Organizational Transitions**  
 We establish the necessary governance and change management structures to drive cross-departmental transformative change.
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**Satisfied, Productive Clinicians**  
 Our integrated approach reduces burnout to improve retention and care quality, ultimately improving revenue and driving value.
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**Improved Clinical Outcomes**  
 Strong patient engagement helps improve health outcomes, including improving follow-up care and prescription compliance and reducing complications.

# Our Proactive Approach to Partnership

Tegria's healthcare-specific expertise bridges operations and technology to help providers align operations, balance capacity, expand access to care, and leverage AI, all while protecting patient data. Our comprehensive methodology unites people, process, and technology to drive clinical, financial, and experiential outcomes.

## You're Unique. So Are We.



### Healthcare Focus

With deep expertise in healthcare systems, we address barriers and friction points to improve experiences at every step.



### Leaders in Access + Experience

Our team specializes in optimizing patient access and engagement strategies for true access transformation.



### Collaborative Approach

We bridge operations and technology to break down siloes and drive transformation across teams and service lines.

## Why Tegria?

With **1,500 healthcare-focused consultants** globally, we've helped **650+ clients** transform healthcare with market-leading solutions.

### Ranked in the top 5:

- Application Hosting
- Clinical Optimization
- Data & Analytics
- Payer IT Consulting Services
- Revenue Cycle Optimization



Partnering with the team in implementing additional scheduling options for our community was a **great experience**. The partnership allowed us to **augment the strengths** of our own analyst team and **expedite the build** to meet our organization and community needs.”

Alexia Gillen D.O.,  
Monument Health



We **sought out specialists** who had implemented this type of standardized operations at other medical centers because we needed **broader expertise** in this realm than what we had internally. We wanted a company that could help us apply **industry best practices** and at the same time come up with solutions that were contextual to UC Davis Health's culture and patient needs.”

Michael Condrin, COO,  
Ambulatory Care, UC Davis Health



The Tegria assessment was **worth every penny**. Tegria helped us uncover the breaks in the processes, and based on their experiences, what would work well. That translated into our action plan. **It bridged 'what's the problem?' to 'how do we fix it?'**”

Andrew Hart, Director of Corporate Systems, Lee Health