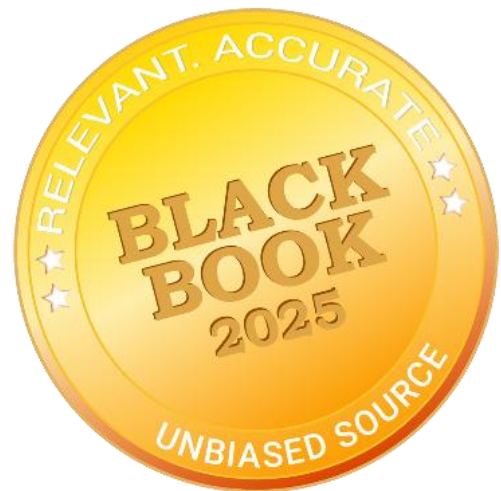


TOP HEALTHCARE PROVIDER-CONSUMER
SOFTWARE VENDORS

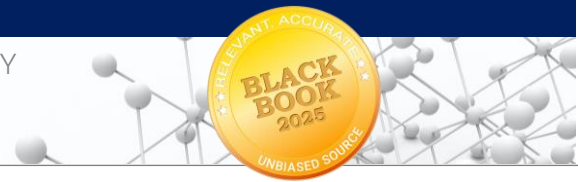
End-to-End Patient Engagement Solutions

Comparative Performance Survey Result of the Top-Rated
25 Healthcare Consumer Engagement Vendors

Appointment Scheduling
Digital Check-in
Messaging
Clinical Follow-up
Patient Surveys
Ongoing Care Management



Survey Period: Q3 2024 – Q1 2025



Black Book™ annually evaluates leading health care/medical software and managed service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendor influence, more than 2,900,000 healthcare IT users are invited to contribute to various annual customer satisfaction polls. Vendors also encourage their clients to participate in producing current and objective customer service data for buyers, analysts, investors, consultants, competitors, and the media. For more information or to order customized research results, please contact the **Client Resource Center** at **+1 800 863 7590** or **info@blackbookmarketresearch.com**

FIERCELY INDEPENDENT

Black Book™, its founders, management and staff do not own or hold any financial interest in any of the vendors covered and encompassed in the surveys it conducts. Black Book reports the results of the collected satisfaction and client experience rankings in publication and to media prior to vendor notification of rating results and does not solicit vendor participation fees, review fees, inclusion, or briefing charges, and/or vendor.

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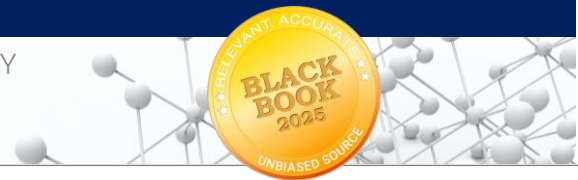


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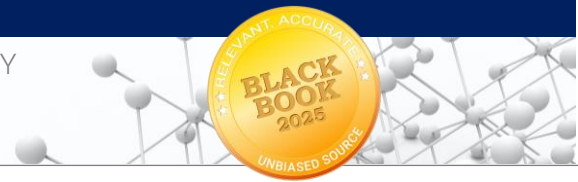


SURVEY PARTICIPATION: PATIENT ENGAGEMENT

This segment of the Black Book™ 2025 Patient Engagement Solutions Survey incorporates data-driven insights from 1,511 provider-side users representing 1,444 diverse healthcare organizations, including hospitals, physician groups, ambulatory care centers, long-term care facilities, and integrated delivery networks. To ensure a 360-degree perspective, the research also engaged a panel of 1,007 healthcare consumers and patients, providing experiential feedback on digital engagement effectiveness. Additionally, 188 independent EHR and Health IT implementation consultants from vendor-neutral firms contributed their technical expertise and cross-platform experiences, offering critical insights into interoperability performance, system scalability, and real-world deployment challenges across the patient engagement technology ecosystem. The total respondent count is 2,518.

Non-Provider Respondent Title		Respondents
Patients & Healthcare Consumer		1,007
Provider Respondent Title		
EHR & HIT Implementation Team Leads & Consultants		188
Hospitals & Inpatient Clinicians		407
Physicians, Practice Administrators & Staff		749
Ambulatory & Diagnostic Providers		140
Other Users		34
TOTAL		2,518

Source: Black Book™



2025 BLACK BOOK™ METHODOLOGY

How the data sets are collected

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by coding services and product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Black Book executive and at least two other people. In this way, Black Book's clients can clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography, software and technology niche, and managed functions, and are reported accordingly.

Situational and market studies are conducted in areas of high interest such as e-Prescribing, Health information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions of criteria each.

Understanding the statistical confidence of Black Book data

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked vendors must have a minimum of 10 unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.
- Vendors with more than 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).
- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.



Who participates in the Black Book Ranking process?

More than 2,900,000 hospital leaders and other users ranking from system executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2025 healthcare technology and services satisfaction surveys. Non-invitation receiving participants must complete a verifiable profile, utilize a valid corporate email address, and are then included as well. The Black Book survey web instrument is open to respondents and new participants periodically for several surveys at <http://blackbookrankings.com>, <http://blackbookmarketresearch.com> and <http://blackbookpolls.com> Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity. Follow up surveys were conducted from August 31 to March 9 to analyze the replacement market phenomenon within the financial solutions marketplace.

Calculating an Appropriate Sample Size for Patient Engagement Users

To determine an appropriate sample size for evaluating the top 25 patient engagement vendors, we consider four distinct stakeholder groups: physician practices, hospitals, Health Information Technology (HIT) and Electronic Health Record (EHR) implementation consultants, and patients or healthcare consumers. The populations for these groups are approximately 150,000 physician practices, 3,800 hospitals, an estimated 10,000 consultants, and a panel of 1,000 patients.

We aim for a 95% confidence level and a 5% margin of error in our survey results. Using the standard sample size formula for a proportion where Z is the z-score corresponding to the desired confidence level (1.96 for 95%), p is the estimated population proportion (0.5, assuming maximum variability), and E is the margin of error (0.05), we calculate an initial sample size. This calculation yields approximately 384 respondents. However, since our populations are finite, we apply the finite population correction (FPC) to adjust the sample size: N is the population size. Applying this correction, we calculate adjusted sample sizes for each group: approximately 384 for physician practices, 352 for hospitals, 370 for consultants, and 278 for patients.

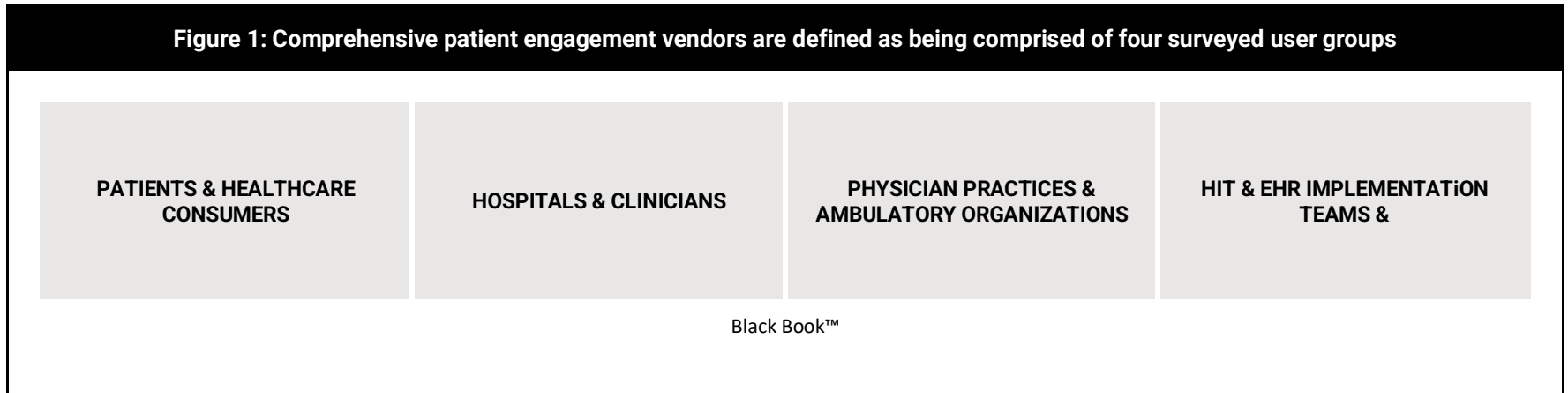
Summing these adjusted sample sizes, we arrive at a total of approximately 1,384 respondents. This combined sample would provide a comprehensive and statistically significant evaluation of the top 25 patient engagement vendors, capturing diverse perspectives across the healthcare landscape.

Black Book gathered 1,511 respondents to meet that requirement for a 95% confidence level in this survey set (+/- 5%)



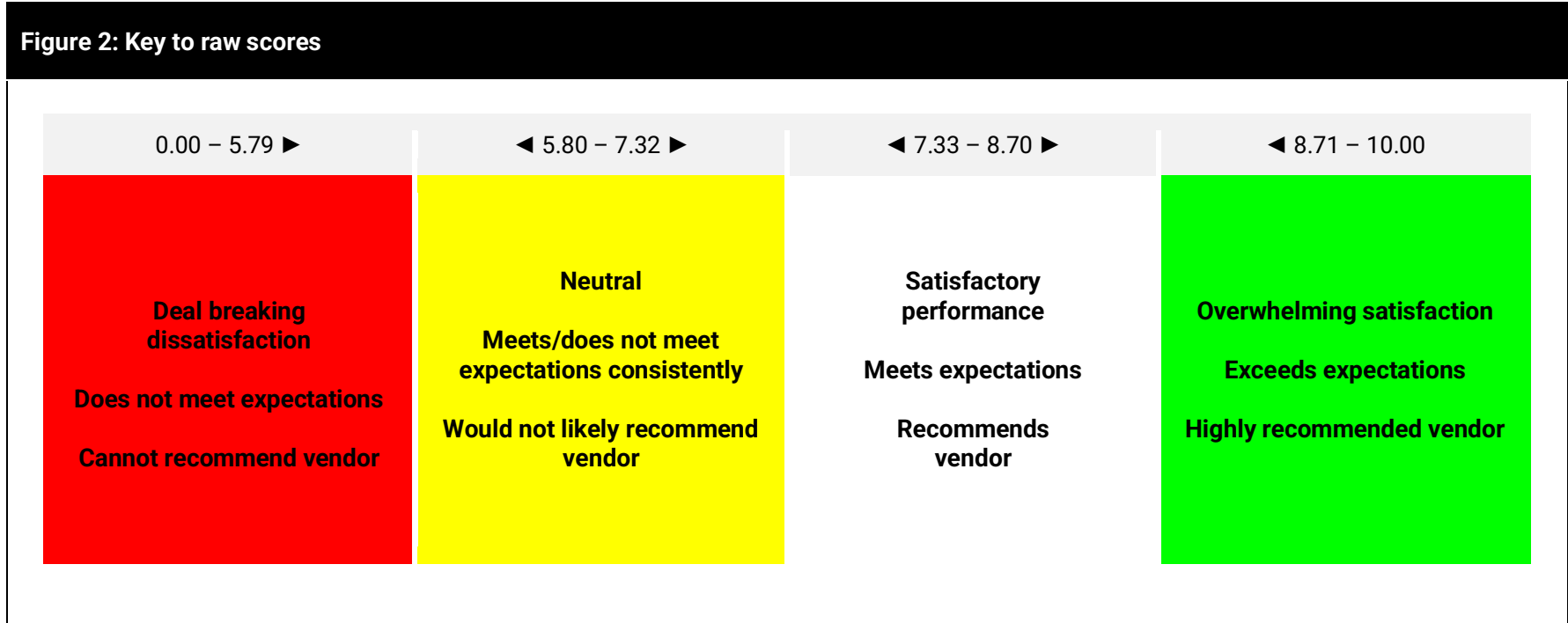
STOP LIGHT SCORING KEY

Figure 1: Comprehensive patient engagement vendors are defined as being comprised of four surveyed user groups





STOP LIGHT SCORING KEY



Source: Black Book Research



STOP LIGHT SCORING KEY

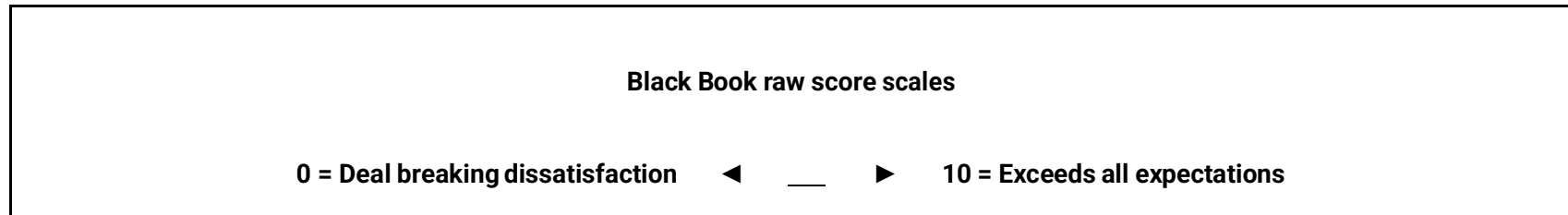
Figure 3: Color-coded stop light dashboard scoring key

Green	(top 10%) scores better than 90% of vendors. Green coded vendors have received consistently highest client satisfaction scores.	8.71 +
Clear	(top 33%) scores better than 67% of vendors. High scoring vendors which have middle -of-the-pack results.	7.33 to 8.70
Yellow	Scores better than half of vendors. Cautionary performance scores, areas of improvement required.	5.80 to 7.32
Red	Scores worse than 66% of vendors. Poor performances reported potential cause for service and contractual cancellations.	Less than 5.79

Source: Black Book Market Research

STOP LIGHT SCORING KEY

Figure 4: Raw score compilation and scale of reference



Source: Black Book Market Research

Individual vendors can be examined by specific indicators on each of the main functions of End-to-End Patent Engagement Technology as well as grouped and summarized subsets. Detail of each subset is contained so that each vendor may be analyzed by function and software services collectively.



+

OVERALL KPI LEADERS

Figure 5: Scoring key

OVERALL RANK	Q6 CRITERIA RANK	VENDOR	SMALL HOSPITALS	COMMUNITY & LARGE HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
	1	HEALTHCARE SOFTWARE CORPORATION	9.02	7.56	5.59	5.59	7.00

Source: Black Book Market Research

- **Overall rank** – this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.
- **Criteria rank** – refers to the number of questions or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this criteria or question.
- **Company** – name of the Financial Management Technology Solutions vendor (sample name).
- **Subsections** – each subset comprises one-fourth of the total vendor mean at the end of this row and includes all buyers and users who indicate that they contract each respective service subsection with the vendor, specific to their enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all four subsets of functions surveyed. As a final ranking reference, it includes all vertical industries, market sizes and geographies.



End-to-End Patient Engagement & Healthcare Consumer Communication Platforms

An end-to-end patient engagement platform provides comprehensive solutions that address the entire patient experience lifecycle, ensuring seamless communication, engagement, and satisfaction across hospitals, physician practices, payers, and digital health ecosystems. These vendors go beyond offering standalone patient engagement tools; they deliver integrated frameworks that improve access, adherence, education, scheduling, virtual care, and financial transparency—ultimately enhancing patient outcomes and provider efficiency.

Healthcare organizations face unique engagement challenges, including bridging communication gaps, reducing appointment no-shows, improving care coordination, and meeting consumer expectations for digital-first experiences. End-to-end vendors stand out by offering unified, AI-powered, multi-channel engagement solutions tailored to healthcare's evolving digital transformation. They integrate intelligent automation, real-time analytics, and regulatory compliance capabilities to ensure healthcare providers deliver personalized and proactive engagement strategies.

Core Qualities of an End-to-End Patient Engagement Platform

End-to-end vendors understand the operational, clinical, and consumer-driven complexities of modern healthcare. Their solutions align with:

- **Value-Based Care (VBC) Initiatives – Enabling proactive patient engagement strategies for population health management.**
- **Health Information Exchange (HIE) & Interoperability – Ensuring seamless data-sharing and integration with EHRs.**
- **Telehealth & Virtual Care – Providing HIPAA-compliant video, messaging, and remote patient engagement tools.**
- **Revenue Cycle Integration – Enhancing patient financial engagement through transparent billing and digital payment options.**

Comprehensive Technology Stack

These vendors offer a fully integrated suite of engagement tools, ensuring omnichannel communication and automation across the entire patient journey:

- **AI-Powered Patient Portals & Mobile Apps**
- **Automated Scheduling & Appointment Reminders**
- **Secure Messaging & HIPAA-Compliant Chatbots**
- **Remote Patient Monitoring & Chronic Care Management**
- **Telehealth & Virtual Care Communication**



- Digital Patient Education & Health Literacy Tools
- AI-Driven Patient Outreach & Proactive Engagement
- Billing Transparency & Financial Engagement Solutions

Personalized Engagement & AI-Driven Insights

Leveraging AI, behavioral analytics, and predictive engagement, these platforms provide:

- Customized patient journeys with personalized health messaging.
- Real-time analytics to identify high-risk patients for outreach.
- Conversational AI assistants for automated scheduling, symptom triage, and follow-ups.

Regulatory Compliance & Security

Patient engagement vendors ensure compliance with HIPAA, HITECH, GDPR, and CMS interoperability mandates. Their platforms feature:

- Automated compliance tools for data privacy and consent management.
- Secure patient authentication via multi-factor authentication (MFA).
- Data encryption for patient portals and health information exchanges.

Why End-to-End Patient Engagement Platforms Are Critical for Healthcare

Healthcare is undergoing a digital transformation where patient expectations are evolving rapidly. End-to-end platforms improve consumer engagement by:

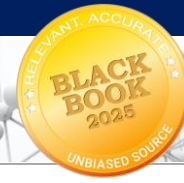
- Reducing missed appointments through automated reminders and self-scheduling.
- Enhancing telehealth adoption with seamless video integration and remote patient monitoring.
- Increasing financial transparency through intelligent billing and digital payments.
- Improving health literacy with interactive patient education tools.
- Driving operational efficiency by automating administrative tasks and streamlining communication.



OVERALL KEY PERFORMANCE INDICATOR LEADERS

SUMMARY OF CRITERIA OUTCOMES

Table 1: Summary of criteria outcomes		
PATIENT ENGAGEMENT SOLUTIONS VENDORS		
Total number one criteria ratings	Vendor	Overall rank
14	INTELICHART	1
2	EPIC MYCHART	2
2	BRIDGE	3



TOP SCORE PER INDIVIDUAL CRITERIA:

PATIENT ENGAGEMENT SOLUTIONS

Table 2: Top score per individual criteria

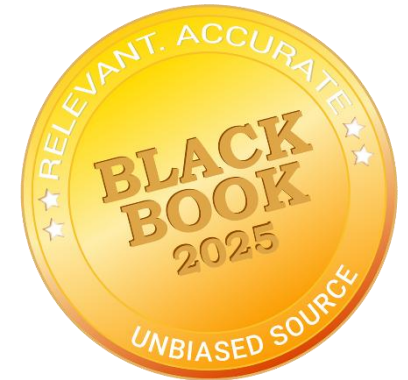
Questions	Criteria	Vendor	Overall Rank
1	User-Friendliness	INTELICHART	1
2	Customization Capabilities	INTELICHART	1
3	Integration Efficiency	INTELICHART	1
4	Communication Effectiveness	INTELICHART	1
5	Patient Activation Levels	INTELICHART	1
6	Staff Adoption Rate	INTELICHART	1
7	Training and Support Quality	BRIDGE	3
8	Data Security and Compliance	INTELICHART	1
9	Scalability	INTELICHART	1
10	Feedback Mechanisms	INTELICHART	1
11	Vendor Responsiveness	BRIDGE	3
12	Impact on Clinical Outcomes	EPIC MYCHART	2
13	Cost-Effectiveness	INTELICHART	1
14	Patient Retention Rates	EPIC MYCHART	2
15	Operational Efficiency	INTELICHART	1
16	Accessibility and Inclusivity	INTELICHART	1
17	Analytics and Reporting Capabilities	INTELICHART	1
18	Future-Proofing and Innovation	INTELICHART	1

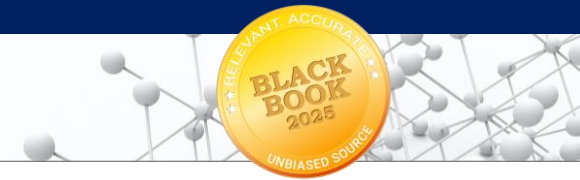


PART TWO: RANKED VENDOR PERFORMANCE

2025 INDIVIDUAL KEY PERFORMANCE:

PATIENT ENGAGEMENT SOLUTIONS





Individual Key Performance

PATIENT ENGAGEMENT SOLUTIONS

Table 3 : Top Ranked Vendors – raw scores 2025

Rank	PATIENT ENGAGEMENT FIRM	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	INTELICHART	9.84	9.77	9.80	9.71	9.91	9.61	9.46	9.70	9.81	9.70	9.26	9.61	9.62	9.46	9.83	9.64	9.76	9.36	9.66
2	EPIC MYCHART	9.51	9.38	8.71	9.06	9.38	9.49	9.26	9.16	9.51	9.20	8.68	9.71	9.60	9.67	9.64	9.40	9.64	8.98	9.33
3	BRIDGE PATIENT PORTAL	9.71	9.29	9.52	9.51	9.44	9.13	9.54	9.29	9.73	9.33	9.64	9.15	9.16	9.33	8.47	8.79	8.91	9.17	9.28
4	VERADIGM FOLLOWMYHEALTH	9.34	8.84	8.98	8.68	9.71	8.51	8.66	8.61	9.47	8.63	9.57	7.98	9.15	8.69	9.19	8.76	8.44	8.11	8.85
5	NEXTGEN	9.46	9.52	9.68	9.03	8.79	7.14	8.72	9.67	9.26	8.79	8.47	8.66	8.32	7.67	8.63	9.18	9.17	9.16	8.85
6	ORACLE HEALTH HEALHELIFE	8.93	9.24	7.37	7.94	9.56	8.92	8.84	8.57	8.87	7.95	8.96	9.28	8.21	9.13	8.78	9.09	8.03	8.01	8.65
7	MODMED	8.99	9.05	9.59	9.34	8.24	7.21	6.29	9.34	8.98	9.36	8.00	8.87	8.67	7.81	8.50	6.97	9.26	8.77	8.51
8	LUMA HEALTH	8.96	9.15	8.85	8.71	9.60	9.29	6.88	8.10	7.28	9.04	9.24	8.51	9.10	8.05	9.47	8.99	7.55	8.04	8.60
9	PHREESIA	8.64	8.63	9.14	9.53	8.89	8.11	8.99	8.48	9.29	9.29	9.26	8.99	8.03	8.18	7.84	8.17	8.04	8.34	8.66
10	PATIENTPOP	8.92	7.69	9.15	7.30	9.31	8.35	8.63	7.94	9.74	7.91	9.17	8.09	8.98	8.26	8.63	9.06	7.13	8.43	8.48
11	ATHENAHEALTH	7.73	8.37	8.71	7.99	8.10	6.88	7.98	8.72	8.41	7.00	8.90	8.84	9.11	8.91	7.26	9.34	8.19	8.14	8.25
12	NEXHEALTH	9.24	7.48	9.13	8.21	9.61	7.96	5.71	7.38	8.44	9.25	8.26	7.43	8.62	6.34	9.27	8.73	6.43	8.29	8.10
13	ECLINICALWORKS	8.77	8.33	8.14	8.79	8.14	7.85	5.21	8.24	9.13	7.23	8.60	7.81	8.39	8.72	8.55	7.81	6.71	7.00	7.97
14	DOCTIBLE	8.49	7.23	6.65	7.81	7.05	9.27	6.35	6.80	9.41	7.72	8.33	7.18	9.38	7.36	8.87	9.56	6.50	7.94	7.88
15	MEDITECH	8.53	8.20	9.09	8.03	7.53	5.51	7.94	8.70	8.15	6.88	6.88	8.45	7.84	9.21	7.82	7.49	6.87	6.93	7.78
16	UPDOX	8.54	7.84	7.91	8.37	7.97	7.21	5.15	7.55	6.21	6.79	8.59	8.10	6.22	8.64	7.01	8.23	8.88	7.76	7.61
17	KLARA	7.34	7.03	8.43	8.45	7.14	7.47	7.89	8.59	9.45	6.63	7.06	8.09	6.71	5.72	7.22	8.84	5.88	7.69	7.54
18	SOLUTIONREACH	8.30	8.23	7.96	6.86	7.65	8.21	8.62	6.12	8.37	7.85	7.57	6.38	6.76	8.11	7.74	5.98	6.33	7.74	7.49
19	ALTERA DIGITAL HEALTH	8.75	8.46	7.39	7.92	7.88	6.88	5.30	6.20	7.02	5.78	8.67	6.77	7.17	9.00	7.14	6.01	7.14	6.40	7.22
20	CARE SIGNAL LIGHTBEAM	6.81	8.0	7.92	5.74	7.13	8.97	8.40	6.89	8.29	6.24	6.43	5.05	5.47	8.37	8.61	5.63	5.82	7.05	7.05

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

1. User-Friendliness

A user-friendly interface ensures that both patients and staff can navigate the platform with ease, reducing the learning curve and promoting consistent usage. To assess this KPI, consider:

- How intuitive is the platform's design for first-time users? Are common tasks, such as scheduling appointments or accessing records, straightforward to perform? Have users reported difficulties or confusion while using the system

OVERALL RANK	Q1 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.87	9.96	9.92	9.60	9.84
3	2	BRIDGE	9.66	9.82	9.54	9.82	9.71
2	3	EPIC MYCHART	9.76	9.50	9.25	9.52	9.51
5	4	NEXTGEN	9.35	9.80	9.45	9.22	9.46
4	5	VERADIGM	9.45	9.14	9.27	9.50	9.34
12	6	NEXHEALTH	8.92	9.22	9.32	9.50	9.24
7	7	MODMED	9.43	8.84	8.87	8.81	8.99
8	8	LUMA HEALTH	9.68	8.50	8.62	9.04	8.96
6	9	ORACLE HEALTH	9.45	8.74	8.50	9.03	8.93
10	10	PATIENTPOP	9.09	9.54	8.01	9.03	8.92



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

2. Customization Capabilities

The ability to tailor the solution to the specific needs of the practice or hospital enhances relevance and efficiency. Evaluate this by asking:

- Can the platform be branded to reflect our organization's identity? Are workflows adaptable to our existing processes? Is there flexibility in configuring features to meet unique requirements?

OVERALL RANK	Q2 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.78	9.78	9.72	9.79	9.77
5	2	NEXTGEN	9.49	9.67	9.62	9.31	9.52
2	3	EPIC MYCHART	9.26	9.45	9.33	9.48	9.38
3	4	BRIDGE	8.99	9.11	9.72	9.37	9.29
6	5	ORACLE HEALTH	8.93	9.12	9.78	9.09	9.24
8	6	LUMA HEALTH	8.84	9.08	9.49	9.20	9.15
7	7	MODMED	8.91	9.32	9.18	8.80	9.05
4	8	VERADIGM	8.70	8.83	8.92	8.89	8.84
9	9	PHREESIA	8.79	9.48	8.06	8.19	8.63
19	10	ALTERA	8.68	7.48	9.10	8.59	8.46

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

3. Integration Efficiency

Seamless integration with existing Electronic Health Records (EHR) and other healthcare systems is crucial for data consistency and workflow optimization. Assess this by considering:

- Does the platform integrate smoothly with our current EHR system? Are there any data synchronization issues between systems? How much manual intervention is required to maintain data accuracy?

OVERALL RANK	Q3 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.72	9.60	9.90	9.97	9.80
5	2	NEXTGEN	9.75	9.66	9.80	9.49	9.68
7	3	MODMED	9.45	9.75	9.51	9.66	9.59
3	4	BRIDGE	9.33	9.43	9.75	9.55	9.52
10	5	PATIENTPOP	9.50	8.75	9.08	9.27	9.15
9	6	PHREESIA	9.29	9.31	8.65	9.30	9.14
12	7	NEXHEALTH	9.38	9.36	8.79	8.98	9.13
15	8	MEDITECH	9.60	8.60	9.10	9.07	9.09
4	9	VERADIGM	9.22	9.12	9.22	8.37	8.98
8	10	LUMA HEALTH	8.66	9.26	8.69	8.77	8.85

Source: Black* Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

4. Communication Effectiveness

Effective communication tools within the platform facilitate clear and timely interactions between patients and healthcare providers. Evaluate this by asking:

- Does the platform support multiple communication channels (e.g., messaging, video calls)? Are messages delivered promptly and reliably? Is there a mechanism to track and manage communication threads?

OVERALL RANK	Q4 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.81	9.77	9.63	9.61	9.71
9	2	PHREESIA	9.03	9.72	9.66	9.71	9.53
3	3	BRIDGE	9.54	9.57	9.52	9.41	9.51
7	4	MODMED	9.68	9.44	9.11	9.12	9.34
2	5	EPIC MYCHART	9.33	8.44	8.89	9.56	9.06
5	6	NEXTGEN	9.04	8.87	9.03	9.18	9.03
13	7	ECLINICALWORKS	8.95	8.87	8.32	9.00	8.79
8	8	LUMA HEALTH	9.13	8.96	8.35	8.40	8.71
4	9	VERADIGM	8.25	9.37	8.55	8.53	8.68
17	10	KLARA	8.47	8.30	8.69	8.32	8.45

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

5. Patient Activation Levels

Empowering patients to manage their health proactively is a key goal of engagement solutions. Assess this by considering:

- Does the platform provide educational resources that encourage self-management? Are there tools to set and track personal health goals? Have patients reported feeling more in control of their health since using the platform?

OVERALL RANK	Q5 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	PATIENTS & CONSUMERS
1	1	INTELICHART	9.98	9.95	9.79	9.90	9.91
4	2	VERADIGM	9.74	9.59	9.68	9.83	9.71
12	3	NEXHEALTH	9.51	9.86	9.69	9.37	9.61
8	4	LUMA HEALTH	9.42	9.74	9.50	9.72	9.60
6	5	ORACLE HEALTH	9.14	9.64	9.58	9.83	9.56
3	6	BRIDGE	9.10	9.67	9.83	9.16	9.44
2	7	EPIC MYCHART	9.23	9.40	9.17	9.70	9.38
10	8	PATIENTPOP	8.94	9.32	9.43	9.56	9.31
9	9	PHREESIA	8.80	9.04	8.88	8.84	8.89
5	10	NEXTGEN	8.93	8.84	8.88	8.51	8.79

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

6. Staff Adoption Rate

The extent to which healthcare staff utilize the engagement tools reflects the platform's relevance and ease of use. Evaluate this by asking:

- What percentage of staff regularly use the platform? Have staff members reported any barriers to adoption? Is there a correlation between platform usage and improved workflow efficiency?

OVERALL RANK	Q6 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.82	9.57	9.48	9.69	9.61
2	2	EPIC MYCHART	9.32	9.49	9.33	9.62	9.49
8	3	LUMA HEALTH	9.27	8.83	9.49	9.75	9.29
14	4	DOCTIBLE	8.92	9.50	9.62	9.27	9.27
3	5	BRIDGE	9.15	9.51	9.22	9.24	9.13
20	6	CARE SIGNAL	9.05	8.67	9.59	9.38	8.97
6	7	ORACLE HEALTH	9.32	8.95	8.87	9.30	8.92
4	8	VERADIGM	8.83	8.88	9.16	9.28	8.51
10	9	PATIENTPOP	8.57	8.49	8.64	8.79	8.35
18	10	SOLUTIONREACH	8.63	8.43	9.11	7.90	8.21

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

7. Training and Support Quality

Effective training and ongoing support are essential for maximizing the platform's benefits. Assess this by considering:

- Are training materials comprehensive and easy to understand? Is support readily available to address technical issues? Have users expressed satisfaction with the support services provided?

OVERALL RANK	Q7 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
3	1	BRIDGE	9.05	9.57	9.89	9.63	9.54
1	2	INTELICHART	9.33	9.54	9.55	9.41	9.46
2	3	EPIC MYCHART	8.98	9.31	9.29	9.44	9.26
9	4	PHREESIA	8.42	8.88	9.19	9.47	8.99
6	5	ORACLE HEALTH	9.09	9.11	8.18	8.99	8.84
5	6	NEXTGEN	9.08	8.15	9.11	8.54	8.72
4	7	VERADIGM	8.27	9.33	8.89	8.15	8.66
10	8	PATIENTPOP	8.31	8.35	9.07	8.77	8.63
18	9	SOLUTIONREACH	8.22	8.19	9.39	8.68	8.62
20	10	CARE SIGNAL LIGHTHOUSE	8.28	8.29	8.56	8.55	8.42

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

8. Data Security and Compliance

Ensuring the platform adheres to healthcare regulations and protects sensitive information is paramount. Evaluate this by asking:

- Does the platform comply with HIPAA and other relevant regulations? Are there robust measures in place to prevent data breaches? Has the vendor provided documentation of security audits and certifications?

OVERALL RANK	Q8 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.72	9.54	9.74	9.79	9.70
5	2	NEXTGEN	9.62	9.56	9.70	9.81	9.67
7	3	MODMED	9.39	8.75	9.56	9.64	9.34
3	4	BRIDGE	9.67	9.07	9.46	8.96	9.29
2	5	EPIC MYCHART	9.12	8.76	9.28	9.48	9.16
11	6	ATHENAHEALTH	8.52	8.92	8.25	9.16	8.72
15	7	MEDITECH	8.43	8.54	8.90	8.92	8.70
4	8	VERADIGM	8.60	9.08	8.17	8.59	8.61
17	9	KLARA	8.89	8.15	9.04	8.26	8.59
6	10	ORACLE HEALTH	8.36	7.58	9.04	9.31	8.57

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

9. Scalability

The platform's ability to grow with the organization's needs ensures long-term viability. Assess this by considering:

- Can the platform handle an increase in patient volume without performance degradation? Are there options to add new features or modules as needed? Has the vendor demonstrated a commitment to continuous improvement and expansion?

OVERALL RANK	Q9 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.90	9.78	9.97	9.59	9.81
10	2	PATIENTPOP	9.52	9.76	9.79	9.88	9.74
3	3	BRIDGE	9.87	9.52	9.88	9.66	9.73
2	4	EPIC MYCHART	9.61	10.00	8.98	9.43	9.51
4	5	VERADIGM	9.53	9.16	9.97	9.22	9.47
17	6	KLARA	9.78	9.34	9.45	9.21	9.45
14	7	DOCTIBLE	9.52	9.36	9.95	8.79	9.41
9	8	PHREESIA	9.10	10.02	8.98	9.04	9.29
5	9	NEXTGEN	8.87	9.46	9.63	9.08	9.26
13	10	ECLINICALWORKS	8.56	9.51	9.25	9.19	9.13

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

10. Feedback Mechanisms

Tools that allow patients and staff to provide feedback facilitate continuous improvement. Evaluate this by asking:

- Does the platform include surveys or feedback forms? Is there a process for reviewing and acting upon feedback received? Have changes been implemented based on user suggestions?

OVERALL RANK	Q10 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.93	9.59	9.48	9.78	9.70
7	2	MODMED	9.23	9.38	9.38	9.45	9.36
3	3	BRIDGE	8.78	9.79	9.34	9.39	9.33
9	4	PHREESIA	9.16	9.60	8.70	9.69	9.29
12	5	NEXHEALTH	9.33	8.89	9.53	9.25	9.25
2	6	EPIC MYCHART	8.63	9.55	9.70	8.92	9.20
8	7	LUMA HEALTH	8.92	9.24	8.90	9.09	9.04
5	8	NEXTGEN	8.53	9.05	9.10	8.47	8.79
4	9	VERADIGM	8.37	8.83	8.99	8.32	8.63
6	10	ORACLE HEALTH	7.98	8.04	8.10	7.67	7.95

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

11. Vendor Responsiveness

The vendor's ability to address issues and inquiries promptly affects user satisfaction and platform reliability. Assess this by considering:

- What is the average response time for support requests? Are issues resolved effectively and in a timely manner? Has the vendor been proactive in communicating updates and improvements?

OVERALL RANK	Q11 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
3	1	BRIDGE	9.48	9.89	9.37	9.82	9.64
4	2	VERADIGM	9.43	9.70	9.72	9.44	9.57
1	3	INTELICHART	9.31	9.36	9.05	9.31	9.26
9	4	PHREESIA	9.54	9.52	8.72	9.27	9.26
8	5	LUMA HEALTH	9.42	9.27	9.25	8.98	9.24
10	6	PATIENTPOP	9.36	9.23	9.04	9.06	9.17
6	7	ORACLE HEALTH	9.04	9.19	8.33	9.26	8.96
11	8	ATHENAHEALTH	8.98	8.91	8.70	8.98	8.90
2	9	EPIC MYCHART	8.97	8.26	7.90	9.59	8.68
19	10	ALTERA	9.01	8.87	7.69	9.10	8.67

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

12. Impact on Clinical Outcomes

The platform's contribution to improved health outcomes is a critical measure of its effectiveness. Evaluate this by asking:

- Has there been a reduction in readmission rates since implementation? Are patients adhering more consistently to treatment plans? Have health metrics (e.g., blood pressure, glucose levels) improved among users?

OVERALL RANK	Q12 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
2	1	EPIC MYCHART	9.78	9.74	9.55	9.76	9.71
1	2	INTELICHART	9.50	9.64	9.81	9.49	9.61
6	3	ORACLE HEALTH	9.59	8.72	9.67	9.11	9.28
3	4	BRIDGE	9.17	8.74	9.62	9.07	9.15
9	5	PHREESIA	8.88	8.68	9.22	9.17	8.99
7	6	MODMED	8.87	9.49	8.74	8.37	8.87
11	7	ATHENAHEALTH	9.16	8.71	9.06	8.42	8.84
5	8	NEXTGEN	8.99	8.52	8.18	8.94	8.66
8	9	LUMA HEALTH	8.91	7.41	8.96	8.77	8.51
15	10	MEDITECH	8.83	9.08	7.88	7.99	8.45

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

13. Cost-Effectiveness

Assessing the return on investment ensures that the platform delivers value relative to its cost. Consider:

- Has the platform led to operational efficiencies that reduce costs? Is there evidence of increased revenue due to improved patient engagement? Are the benefits realized commensurate with the expenses incurred?

OVERALL RANK	Q13 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.75	9.51	9.69	9.53	9.62
2	2	EPIC MYCHART	9.51	9.65	9.66	9.58	9.60
14	3	DOCTIBLE	9.23	9.36	9.53	9.38	9.38
3	4	BRIDGE	9.17	8.98	9.27	9.20	9.16
4	5	VERADIGM	8.82	9.05	9.67	9.06	9.15
11	6	ATHENAHEALTH	9.12	8.92	9.06	9.32	9.11
8	7	LUMA HEALTH	9.16	9.00	8.76	9.46	9.10
10	8	PATIENTPOP	8.85	8.65	9.55	8.85	8.98
7	9	MODMED	8.94	8.23	8.60	8.92	8.67
12	10	NEXHEALTH	8.88	8.77	7.93	8.88	8.62

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

14. Patient Retention Rates

The platform's influence on retaining patients within the practice or hospital system is a critical measure of its effectiveness. Evaluate this by asking:

- Has there been an increase in patient retention since implementing the platform? Are patients more likely to return for follow-up appointments and ongoing care? Have patients expressed satisfaction with the engagement tools contributing to their continued patronage?

OVERALL RANK	Q14 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
2	1	EPIC MYCHART	9.55	9.77	9.56	9.80	9.67
1	2	INTELICHART	9.61	8.96	9.69	9.58	9.46
3	3	BRIDGE	9.40	9.17	9.41	9.34	9.33
15	4	MEDITECH	8.89	9.50	9.19	9.27	9.21
6	5	ORACLE HEALTH	8.84	9.14	9.29	9.25	9.13
19	6	ALTERA	8.96	9.11	9.08	8.84	9.00
11	7	ATHENAHEALTH	8.92	8.87	8.82	9.02	8.91
13	8	ECLINICALWORKS	8.67	9.01	7.97	9.23	8.72
4	9	VERADIGM	9.13	8.82	8.18	8.62	8.69
16	10	UPDOX	8.87	8.78	7.87	9.04	8.64

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

15. Operational Efficiency

The platform's impact on streamlining administrative tasks and reducing manual workloads contributes to overall efficiency. Assess this by considering:

- Has the platform automated processes such as appointment scheduling and reminders? Are staff members spending less time on administrative duties, allowing more focus on patient care? Have there been measurable reductions in errors or redundancies in workflows?

OVERALL RANK	Q15 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.87	9.77	9.84	9.85	9.83
2	2	EPIC MYCHART	9.62	9.73	9.68	9.52	9.64
8	3	LUMA HEALTH	9.54	9.27	9.53	9.52	9.47
12	4	NEXHEALTH	9.32	8.87	9.39	9.49	9.27
4	5	VERADIGM	9.02	9.39	9.35	8.98	9.19
14	6	DOCTIBLE	9.17	9.37	9.03	7.90	8.87
6	7	ORACLE HEALTH	9.22	8.97	8.18	8.76	8.78
10	8	PATIENTPOP	8.96	8.76	8.08	8.72	8.63
5	9	NEXTGEN	8.36	7.92	9.07	9.18	8.63
20	10	CARE SIGNAL	8.68	8.82	8.22	8.71	8.61

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

16. Accessibility and Inclusivity

Ensuring that the platform is accessible to all patients, including those with disabilities or limited technological proficiency, is essential. Evaluate this by asking:

- Does the platform comply with accessibility standards (e.g., ADA compliance)? Are there alternative communication methods for patients who may not use digital tools? Have patients with diverse needs reported ease of use and satisfaction with the platform?

OVERALL RANK	Q16 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.73	9.64	9.62	9.57	9.64
14	2	DOCTIBLE	9.55	9.69	9.64	9.34	9.56
2	3	EPIC MYCHART	9.37	9.21	9.34	9.68	9.40
11	4	ATHENAHEALTH	9.48	9.33	9.43	9.10	9.34
5	5	NEXTGEN	9.32	9.28	9.19	8.91	9.18
6	6	ORACLE HEALTH	8.84	9.19	8.96	9.35	9.09
10	7	PATIENTPOP	9.22	8.73	9.01	9.29	9.06
8	8	LUMA HEALTH	8.88	9.28	9.23	8.57	8.99
17	9	KLARA	8.32	8.76	9.28	9.00	8.84
3	10	BRIDGE	8.89	8.69	8.64	8.92	8.79

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

17. Analytics and Reporting Capabilities

Robust analytics allow for monitoring engagement levels and making data-driven decisions. Assess this by considering:

- Does the platform provide comprehensive reports on patient engagement metrics? Can the data be customized to track specific KPIs relevant to our organization? Have insights from analytics led to actionable improvements in patient engagement strategies?

OVERALL RANK	Q17 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.81	9.74	9.71	9.78	9.76
2	2	EPIC MYCHART	9.65	9.62	9.66	9.64	9.64
7	3	MODMED	8.93	9.26	9.59	9.25	9.26
5	4	NEXTGEN	9.27	8.97	9.37	9.07	9.17
3	5	BRIDGE	8.85	9.16	8.83	8.81	8.91
16	6	UPDOX	9.02	8.67	8.83	8.99	8.88
4	7	VERADIGM	8.94	8.23	8.41	8.14	8.44
11	8	ATHENAHEALTH	8.21	7.93	8.65	7.97	8.19
9	9	PHREESIA	8.96	7.01	8.76	7.43	8.04
6	10	ORACLE HEALTH	7.77	8.26	7.40	8.67	8.03

Source: Black Book Market Research



Individual Key Performance: PATIENT ENGAGEMENT SOLUTIONS

18.Future-Proofing and Innovation

The platform's ability to adapt to emerging technologies and healthcare trends ensures long-term relevance. Evaluate this by asking:

- Is the vendor committed to continuous innovation and incorporating new technologies? Are there plans to integrate advancements such as artificial intelligence or telehealth features? Has the platform demonstrated flexibility in evolving with the changing healthcare landscape?

OVERALL RANK	Q18 CRITERIA RANK	PATIENT ENGAGEMENT SOLUTIONS VENDOR	HOSPITALS & HEALTH SYSTEMS	AMBULATORY & DIAGNOSTIC PROVIDERS	HIT & EHR INTEGRATION TEAMS	PHYSICIAN PRACTICES & ORGANIZATIONS	MEAN
1	1	INTELICHART	9.30	9.54	9.28	9.31	9.36
3	2	BRIDGE	9.00	9.30	9.05	9.34	9.17
5	3	NEXTGEN	9.06	9.18	9.28	9.11	9.16
2	4	EPIC MYCHART	8.81	8.81	9.23	9.07	8.98
7	5	MODMED	8.59	8.84	8.76	8.88	8.77
10	6	PATIENTPOP	8.74	7.91	9.18	7.90	8.43
9	7	PHREESIA	8.43	7.58	8.55	8.79	8.34
12	8	NEXHEALTH	8.50	8.00	8.60	8.05	8.29
11	9	ATHENAHEALTH	8.67	8.20	7.46	8.24	8.14
4	10	VERADIGM	7.71	7.40	8.74	8.60	8.11

Source: Black Book Market Research



APPENDIX I

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APPENDIX II

Top 2025 End-to-End Patient Engagement & Healthcare Consumer Communication Platforms

These vendors offer a fully integrated suite of engagement tools, ensuring seamless patient communication, access, scheduling, education, financial transparency, and virtual care capabilities.

InteliChart

InteliChart offers a comprehensive patient engagement platform designed to enhance communication and streamline interactions between patients and healthcare providers. Their Healthy Outcomes platform integrates seamlessly with over 40 leading Electronic Health Records (EHR) systems, including Epic, Cerner, MEDITECH, and NextGen, ensuring a cohesive and efficient workflow for healthcare providers.

The platform encompasses a suite of integrated solutions, such as patient portals, online self-scheduling, digital intake forms, automated outreach, two-way texting, virtual visits, and population health management tools. These features empower patients to actively participate in their healthcare journey while enabling providers to deliver personalized care.

InteliChart leverages artificial intelligence (AI) within its platform to enable predictive analytics, allowing for early identification of potential health issues and the delivery of personalized care recommendations. This proactive approach not only improves patient outcomes but also optimizes clinical workflows, positioning both patients and providers to adapt seamlessly to future advancements in healthcare technology.

Client testimonials often highlight the platform's robust functionality, exceptional customizability, and seamless integration capabilities. For instance, users have noted that InteliChart's patient portal offers more flexibility and features compared to others, enabling a more tailored and efficient patient engagement experience. Recognition from industry evaluators further underscores the effectiveness of InteliChart's solutions. Achieving high scores in performance assessments reflects a strong commitment to delivering reliable and user-friendly patient engagement solutions.

In summary, InteliChart's modern patient engagement platform, equipped with AI capabilities and endorsed by positive client feedback and industry recognition, plays a pivotal role in enhancing patient-provider interactions, improving health outcomes, and adapting to the evolving landscape of healthcare technology.



Epic MyChart

Epic's MyChart is a patient engagement platform that integrates seamlessly with the Epic Electronic Health Record (EHR) system, offering patients real-time access to their health information and facilitating active participation in their care journey. Patients can access their health records, including test results, appointment schedules, and medication lists, fostering active participation in their healthcare journey.

Epic has integrated artificial intelligence (AI) capabilities into MyChart to enhance patient-provider interactions. For example, AI assists clinicians by drafting personalized responses to patient messages, streamlining communication and reducing response times. This integration allows healthcare providers to focus more on direct patient care by alleviating administrative burdens. For hospitalized patients, MyChart Bedside extends the platform's capabilities by providing real-time access to vital signs, laboratory results, medication details, and daily schedules. This feature enhances patient engagement during hospital stays, allowing patients to communicate with their care team, request services, and access educational materials directly from their bedside.

Healthcare organizations have recognized MyChart's impact on improving patient engagement and operational efficiency. The platform's comprehensive features and continuous innovation have contributed to its reputation as a leading patient engagement solution. Epic's commitment to integrating advanced technologies positions MyChart as a future-ready platform. The incorporation of AI not only enhances current functionalities but also sets the stage for continuous improvement in patient engagement and care delivery. As healthcare technology evolves, MyChart is poised to adapt, ensuring that both patients and providers benefit from ongoing advancements.

Bridge Patient Portal

Bridge Patient Portal provides a comprehensive patient engagement platform designed to enhance communication and streamline interactions between patients and healthcare providers. The platform offers a unified experience across multiple Electronic Health Record (EHR) systems, allowing providers to consolidate patient communications into a single interface. This integration facilitates seamless access to health information, appointment scheduling, secure messaging, and billing, thereby improving the overall patient experience.

Incorporating advanced artificial intelligence (AI) capabilities, Bridge Patient Portal delivers predictive engagement tools that analyze patient data to offer personalized healthcare insights. This proactive approach enables early identification of potential health issues and facilitates tailored care recommendations, enhancing patient outcomes and optimizing clinical workflows.

The platform emphasizes financial transparency by integrating billing and payment tools, supporting a seamless experience from pre-visit to post-care. Patients can manage payments, access medical records, schedule appointments, and communicate securely with their healthcare providers through a client-branded mobile app available for ORACLE HEALTHboth iOS and Android devices. Bridge Patient Portal's adaptability and robust functionality have been recognized by healthcare organizations seeking to



enhance patient engagement and operational efficiency. The platform's ability to integrate with multiple EHR systems and its focus on delivering a unified patient experience position it as a valuable tool in the evolving landscape of digital healthcare.

Veradigm FollowMyHealth

FollowMyHealth is a cloud-based, EHR-agnostic engagement platform focused on accessibility, education, and communication. Patients benefit from intelligent content delivery based on condition-specific needs, digital check-in, and appointment automation. Multi-language support enhances inclusivity, and the platform's open architecture allows smooth third-party system integration, enabling flexible deployment across care settings.

NextGen Patient Engagement

NextGen's platform supports proactive, AI-powered engagement tailored to population health initiatives. Patients can manage their care with features such as automated scheduling, digital check-in, personalized health education, and secure telehealth communication. Its strength lies in empowering providers to deliver scalable outreach programs while ensuring compliance and improving chronic disease management.

Oracle Health HealthLife

Oracle's HealthLife platform positions itself as a comprehensive digital front door for healthcare organizations. Designed for interoperability, it integrates across a range of EHRs and health information exchanges. Key features include virtual care capabilities, secure messaging, predictive alerts powered by AI, and automated delivery of personalized educational content. The solution aims to improve patient access, streamline communication, and proactively support health outcomes through data-driven engagement.



ModMed Patient Engagement

ModMed delivers specialty-specific engagement solutions tailored to the workflows of practices such as dermatology, orthopedics, and ophthalmology. The platform integrates telehealth, digital intake, mobile check-in, and real-time billing features to optimize both clinical and financial workflows. With AI-enhanced scheduling and secure messaging, ModMed emphasizes convenience and operational efficiency.

Luma Health

Luma Health's engagement platform is powered by conversational AI, offering intelligent appointment scheduling, two-way messaging, and smart outreach for follow-up care. The solution includes robust telehealth and RPM integration, ensuring continuity of care. Personalized alerts and a self-service portal support a highly adaptive and responsive patient experience.

Phreesia

Phreesia provides a digital engagement suite centered on streamlined patient intake and automation. Its customizable scheduling, automated outreach, population health surveys, and integrated billing capabilities enable providers to manage large patient volumes efficiently. API integrations ensure alignment with enterprise-level systems while maintaining flexibility for mid-sized practices.

PatientPop (Tebra)

PatientPop, now part of Tebra, offers a suite that blends patient engagement with digital growth tools. AI-powered acquisition, online reputation management, self-scheduling, and feedback automation help providers boost patient satisfaction and optimize practice visibility. The platform supports multi-channel messaging and recall campaigns, ideal for outpatient and small practice settings.



athenahealth Patient Engagement Suite

athenahealth offers a fully integrated patient engagement suite that emphasizes end-to-end digital access. Patients benefit from self-scheduling, intelligent outreach, and virtual care tools, while providers gain actionable insights through AI-powered follow-ups. The platform supports two-way secure communication, automated appointment reminders, and embedded RPM capabilities. Its flexibility enables smooth coordination with both payer and provider networks, promoting a connected care experience.

Experity

Focused on urgent care, Experity provides purpose-built solutions for walk-in clinics and on-demand care settings. Features include smart queue management, online check-in, automated reminders, and embedded telehealth workflows. The platform supports rapid patient throughput while maintaining strong communication and care continuity.

eClinicalWorks healow

healow by eClinicalWorks is a mobile-first, omnichannel patient engagement suite that delivers intelligent reminders, virtual care integration, and personalized patient outreach. With a strong emphasis on automation, the platform includes secure messaging, AI-driven follow-ups, and a consumer-friendly portal experience. Interoperability and customizable APIs enable seamless integration into diverse clinical environments.

CareCloud Breeze

CareCloud Breeze delivers a mobile-first engagement platform with AI-enabled reminders, self-service scheduling, virtual visits, and secure messaging. Its digital intake and cost estimator tools promote a transparent and consumer-friendly financial experience. Designed for usability and convenience, Breeze helps practices reduce friction across the care continuum.



Healthgrades

Healthgrades emphasizes patient acquisition and engagement analytics through AI-driven tools. The platform enables automated reputation management, online review monitoring, and intelligent patient navigation to improve conversion and satisfaction. It's widely used by hospitals and health systems aiming to enhance brand visibility and scheduling optimization.

Doctible

Doctible streamlines patient communication through HIPAA-compliant two-way messaging, automated appointment reminders, and digital check-in. It also includes robust tools for online reputation management and patient satisfaction analytics, helping practices monitor and enhance the consumer experience in real-time.

NexHealth

NexHealth offers a streamlined engagement suite with AI-powered scheduling, digital forms, and real-time availability updates. Built with an emphasis on speed and simplicity, it integrates with popular EHRs to automate workflows and reduce administrative burden, particularly in high-volume practices.

Solutionreach

Solutionreach is an omnichannel communication platform that automates patient outreach, reminders, and recall messaging. It uses AI to personalize communication and supports engagement across SMS, email, voice, and portal. The platform focuses on increasing appointment retention and improving provider-patient relationships.

SimplePractice

Designed for behavioral health and therapy professionals, SimplePractice integrates secure messaging, virtual care, scheduling, and documentation into a single user-friendly platform. Its engagement features are tailored to solo practitioners and small group practices, supporting both clinical needs and client communication.



WELL Health

WELL Health is an enterprise-level communication platform that unifies messaging across disparate systems. With AI-powered workflows and intelligent routing, it streamlines patient outreach, reminders, and appointment rescheduling. It's ideal for large health systems aiming to create a consistent, system-wide communication experience.

Klara

Klara leverages AI-driven chat and messaging to automate scheduling, patient outreach, and two-way conversations. It integrates with a wide range of EHRs to create a seamless messaging workflow for practices and patients alike, improving both accessibility and responsiveness.

Altera Digital Health

Altera offers an all-in-one communication suite supporting secure messaging, telehealth, and electronic faxing. Its AI-driven engagement tools automate outreach, reminders, and care coordination while supporting compliance and operational efficiency for a variety of clinical environments.

Mend

Mend specializes in virtual care and automated patient engagement. It supports HIPAA-compliant video visits, digital check-in, and two-way communication. The platform is particularly well-suited for telehealth-centric workflows and care models that prioritize remote engagement.



Qure4U

Qure4U provides a mobile-first platform combining telehealth, digital intake, remote monitoring, and patient self-scheduling. It enables continuous engagement across the care journey, enhancing outcomes while reducing administrative friction.

CareSignal (a Lightbeam Company)

CareSignal focuses on remote patient monitoring and engagement for chronic care management. Using AI to trigger proactive outreach, the platform helps providers track patient-reported outcomes and intervene early. It's particularly effective for value-based care and population health programs.



APPENDIX III

Patient Engagement Software Vendor Evaluation Scorecard (Vendors Receiving at least 25 Respondent Users of Healthcare Consumers) Q1 2025 (n=1007)

Ratings by Healthcare Consumers, Q4 2024-Q1 2025

Vendor Name	User-Friendliness and Accessibility	Timeliness and Responsiveness of Communication	Empowerment and Engagement in Health Management	Net Total Score of Possible 15
InteliChart	4.93	4.75	4.68	14.36
Bridge Patient Portal	4.41	4.64	3.96	13.01
Epic MyChart	4.55	4.15	4.03	12.73
Luma Health	4.11	3.35	4.73	12.19
Veradigm FollowMyHealth	4.08	4.26	3.80	12.14
PatientPop (Tebra)	4.02	4.28	3.54	11.84
Oracle Health HealthLife	2.75	2.99	4.19	9.93
Updox	3.37	3.52	2.60	9.49
Phreesia	2.85	4.07	2.44	9.36
Altera Digital Health	3.14	2.46	1.97	7.57
athenahealth	2.62	2.49	2.18	7.29
MEDITECH	2.69	2.28	2.07	7.04

Scoring Scale Per KPI: 1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent