

Advancing quality, consumer-focused healthcare is at the heart of everything Loyal does.



Loyal understands complex organizations and provides technology to guide individualized healthcare actions at scale.

We listen first, then build solutions that empower consumers to own their healthcare journey every step of the way while unifying the enterprise, breaking down silos between departments, and organizing data so it's more valuable.

The Loyal Platform

Our digital health, enterprise-level platform offers conversational consumer engagement solutions that utilize industry-leading data integration and workflow tools, machine learning and natural language processing to guide your patients as they research, schedule, prepare for, and follow up on their care. The connected omni-channel experience results in higher patient satisfaction, higher appointment volumes, reduced no-shows and healthier communities.

Loyal empowers health systems to deliver a connected and seamless experience while gathering consumer insights and feedback at every step of the care journey.

The Loyal Platform is the operating engine for the healthcare enterprise, providing stakeholders with a complete view of their customers and the data necessary to deliver an exceptional experience. With a comprehensive set of tools, including data management, CRM, and Care Appointment Recommendation Engine (C.A.R.E.™), coupled with a full suite of analytics and actionable insights, the Loyal Platform unifies the enterprise and reduces the need for multiple vendor solutions.

We understand the business of healthcare, and we can help you apply technology to drive revenue and reduce administrative burden across the enterprise.



Disconnected, outdated technology is suffocating healthcare.

- ✓ Missed Conversions
- ✓ Missed Appointments
- ✓ Lost Revenue
- ✓ Over-Staffing
- ✓ Complex, Manual Workflows
- ✓ Frustrated Patients

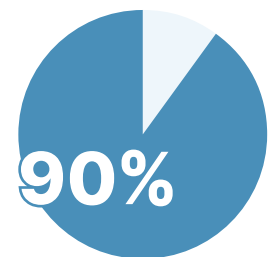
Benefits of Loyal's Digital Health Platform

- A better experience, guiding patients from search, to schedule, to follow-up and payment
- Minimized need for additional IT resources and investment
- Less administrative burden and consumer inquiries with real-time, omni channel engagement

Loyal helps your new and existing healthcare consumers get the information they're seeking. This makes it easier for them to find care while you create trust, build authority, and optimize your physicians' schedules and practices. Consumers enjoy a broader, deeper experience – they're not just searching for information, they're finding answers that result in appointments, converting consumers to your patients.

Security is also a top priority for Loyal. Loyal's platform was one of the first to be HIPAA compliant. We ensure the confidentiality of all electronic, protected health information we touch. Our platform is built exclusively for the healthcare industry and is SOC2 Type 2 certified.

Highly relevant and personalized experiences across all mediums (website, email, SMS, voice, mail, 3rd party and in-person) means that your consumers know they can count on you to get healthy and stay healthy while maintaining a better relationship with you and their healthcare team. Advancing quality healthcare that's consumer-focused is at the heart of everything Loyal does.



of patients no longer feel obligated to stay with healthcare providers that don't deliver a satisfactory overall digital experience.

2018 Black Book Survey

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About Loyal

One of the first companies to offer end-to-end digital and AI-powered solutions spanning the entirety of the patient journey, Loyal is the preferred software solution for improved care utilization among the nation's leading health systems and hospitals. From selecting a provider best suited for them to closing the feedback loop on their experience, patients who engage with healthcare networks via our proprietary platform quite simply, tend to be more loyal. Learn how to streamline patients' navigation of your health system and network of clinical services at LoyalHealth.com.