

CASE STUDY

cliexa-navigatER Improving Patient Experience for ER

Location: Maine Medical Center, Portland, ME

Subspecialty: Emergency Medicine

Number of Patients: 228

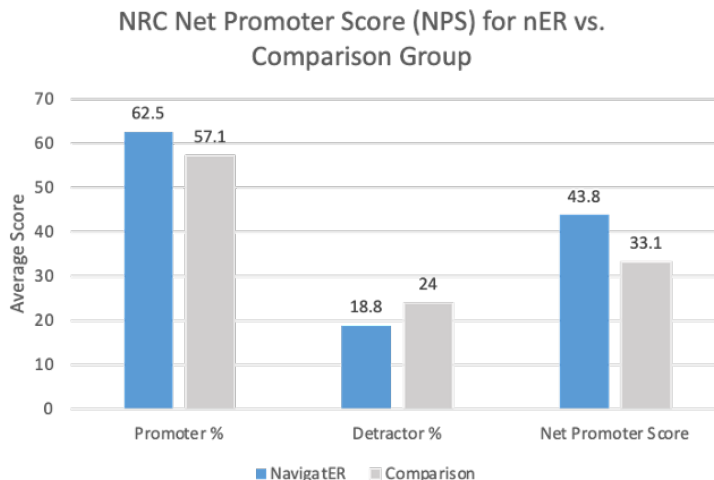
Pilot Period: 5 months

Collaborators:

Maine Medical Center, Portland ME

Maine Health Innovation Center

Patients who used navigatER application have better Net Promoter Scores.



results

Patients:

- 84% support the mobile application's ease of use
- 72% agreed that navigatER was useful in communicating diagnostic updates

Providers:

- 100% of providers believed navigatER is a useful communication tool in the emergency department settings