

West Corporation Healthcare Overview

MEETING THE NEEDS OF
TODAY'S HEALTHCARE CUSTOMER



SOLUTIONS FOR ENGAGING AND ACTIVATING HEALTHCARE CONSUMERS BEYOND THE CLINICAL SETTING

Healthcare reform is changing the landscape of the healthcare industry. New models of care delivery and accountability are emerging and the need to communicate with and engage healthcare consumers in more direct and connected ways has become crucial and more complex. Regulatory imperatives and value-based payment models are compelling healthcare organizations to rethink the technologies and processes they use to communicate with patients and how those systems and activities work to improve health outcomes.

WEST HEALTHCARE CLIENTS INCLUDE

9 OF THE TOP TEN
HEALTH PLANS

4 OF THE TOP FIVE
RETAIL PHARMACIES

PARTNERSHIPS WITH 10,000
EMPLOYERS COVERING
40 MILLION LIVES

For more than 26 years, West has focused on developing foundational technologies and clinical assets that help healthcare organizations deliver truly patient-centered engagement and operational excellence across the entire care continuum. Our expertise in helping market-leading organizations in a variety of industries boost their consumer

engagement gives us a unique perspective, and we bring that proven acumen to our healthcare clients who now are striving to meet the changing demands of today's new healthcare consumer.



WEST PARTICIPATES IN EVERY SEGMENT OF HEALTHCARE



Hospitals, Clinics,
and Providers



Health Plans



Employers



Retail Pharmacy



Pharmaceuticals



Medical Device
Manufacturers



Health IT and
Service Providers

OUR ASSETS



World's largest conferencing and multi-media collaboration company, facilitating 159 Million conference calls each year



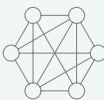
Healthcare communication pioneer, delivering 1.2 Billion voice, text and email notifications annually



Partnership with 10,000 employers representing 40 Million covered lives in the area of healthcare advocacy



Provider of the nation's 911 backbone, processing 290 Million 911 calls across North America each year



Contact center transformation leader handling 64 Billion voice minutes each year on our platforms

BETTER ACTIVATION AND ENGAGEMENT = LOWER COSTS AND BETTER OUTCOMES

West solutions are designed to promote patient-centered care. Our innovative solutions help healthcare organizations engage and perform in new and more agile ways. Empowered healthcare consumers, advancing technology, and changing market and regulatory expectations are all driving the need for more modern and streamlined communication between patients, providers, health plans, employers, and care teams. That's where West comes in. Our technologies blend with our clinically managed services to drive solutions that make a difference in the service, engagement, and activation of healthcare consumers.

THE WEST ENGAGEMENT CENTER™

Many of West's healthcare solutions are organized under the West Engagement Center; a collection of integrated communication technologies and clinical assets that are tailored to address the needs of the healthcare consumer and the organizations that serve them, across the entire care continuum. The Engagement Center has all the tools needed to activate and engage patients beyond the clinical setting and across the continuum of care, including routine care, transitional care and chronic care management.

THE WEST ENGAGEMENT CENTER



About West Healthcare

West helps healthcare providers, payers, employers, pharmacy organizations, and ACOs optimize communications, drive better patient activation, and lower the overall cost of delivering care. Whether you want to increase immunization and screening rates, reduce hospital re-admissions for patients with chronic disease, or improve the patient experience and operational efficiency in your patient access centers, the West Engagement Center™ is the communication linchpin for engaging and activating patient populations across the entire care continuum.