







RingCentral

# 4 ways retail health can benefit from a unified communications platform

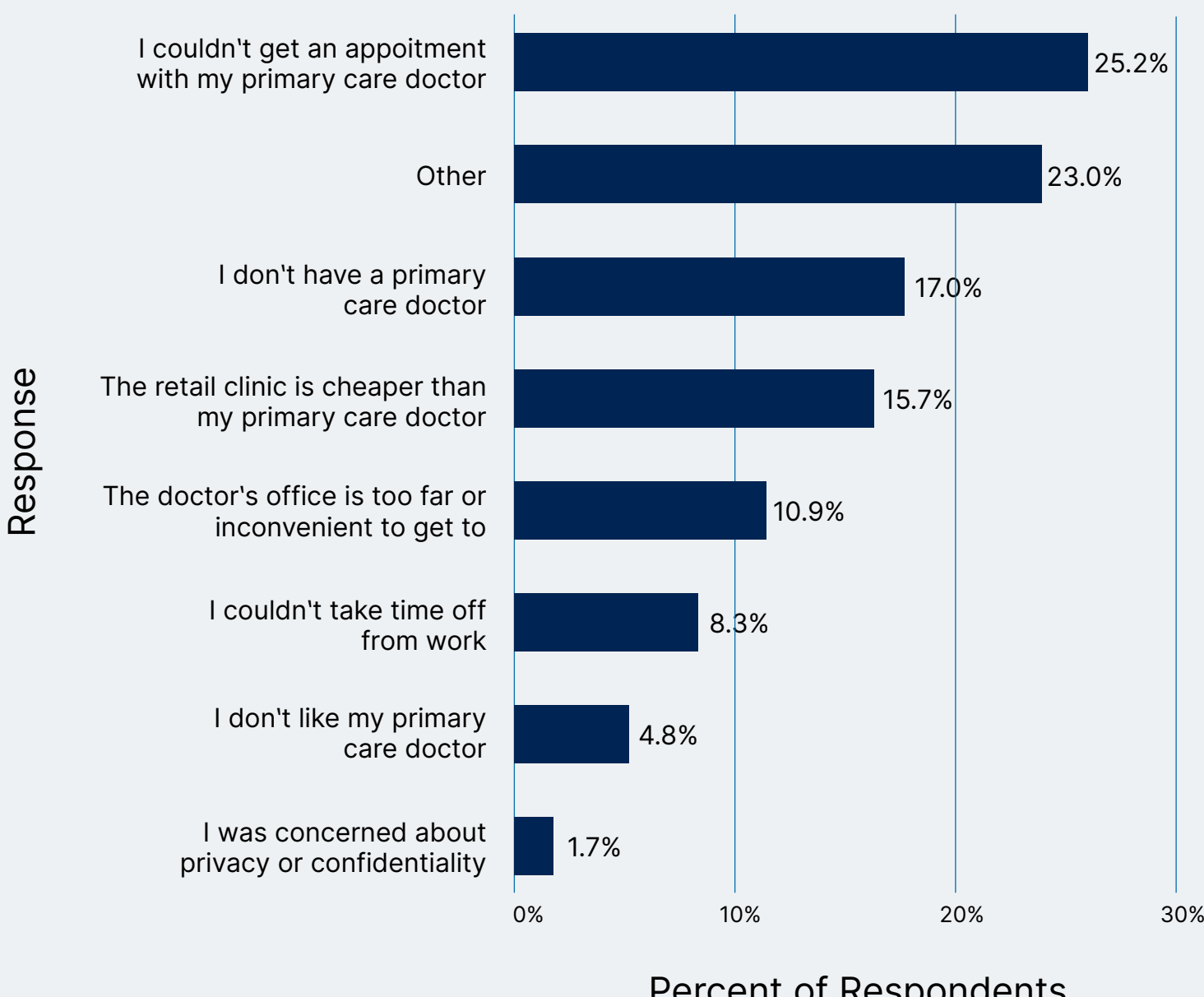
Retail healthcare is going strong. Grand View Research predicts that the retail healthcare market in the US will grow to [\\$7.3 billion by 2025](#), growing at CAGR of 20.3%.

## Why retail health clinics are so popular

Retail health clinics are now playing a pivotal role in the healthcare marketplace, largely due to the following factors:

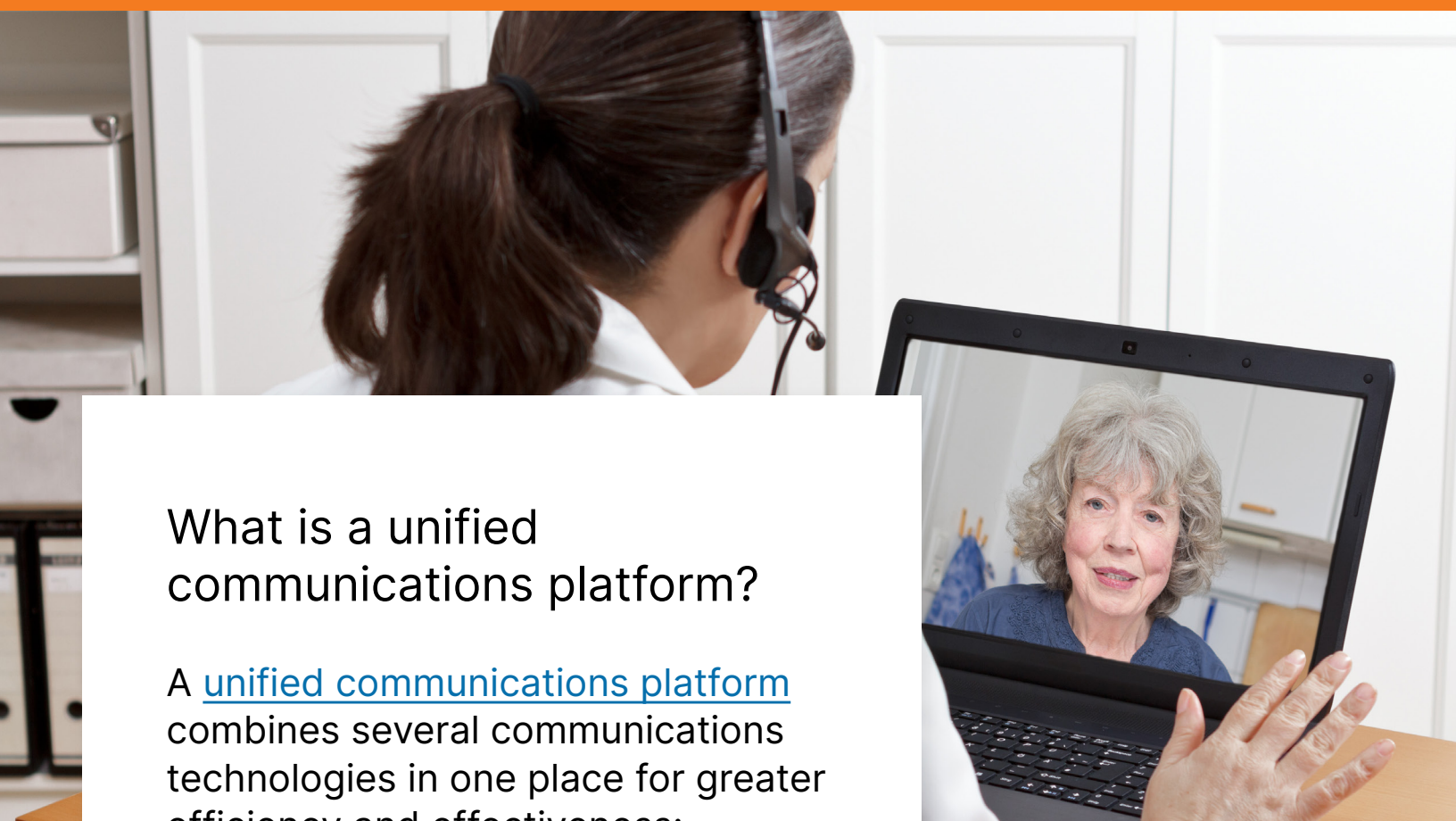
-  **Attractive pricing:** Prices in retail clinics are [80% lower](#) than in a hospital for the same service
-  **Convenience:** [85% of retail clinics](#) are conveniently located at the retail outlets of CVS Retail Pharmacy, Walgreens, and Kroger
-  **No appointments needed:** Patient walk-ins are welcomed and wait times are typically short (In one recent survey, [62.2 % of clinic patients](#) waited less than 15 minutes to be seen.)
-  **Extended hours of operation:** Some retail clinics offer late evening and weekend service hours

## Why did you choose to go to a retail clinic, as opposed to going to a regular doctor? (Respondents were free to provide multiple answers)



(Source: [Understanding Retail Clinic Patients](#))

Retail healthcare facilities can improve the patient experience even further with a unified communications platform.







### What is a unified communications platform?

A [unified communications platform](#) combines several communications technologies in one place for greater efficiency and effectiveness:

- Chat
- Video conferencing
- Telephony
- File sharing

## How can a unified communications platform make retail healthcare even better for patients and providers?

A unified communications platform can improve patient experience with retail healthcare organizations by enabling the following services:

-  **Forward triage:** Staff at retail healthcare facilities can triage a patient to determine if the patient should come into the facility, or if other interventions are necessary
-  **Telehealth:** Providers can connect with patients from the comfort of their home or office
-  **Collaboration between members of the care team:** Members of the care team who aren't on site can collaborate through video conference, telephony, or chat
-  **A patient access center:** Patients can connect to providers outside of appointment times so they can get their questions answered quickly

## Improve the patient experience with RingCentral

RingCentral's unified communications platform can improve the retail healthcare experience by making it more accessible, collaborative, and convenient. For more information, [request a demo](#).

### Put connection at the center of care

Deliver better patient and member experiences via your telehealth program and bring down costs with modern and secure cloud communications.

RingCentral is where communication meets innovation. We provide a robust, secure and global cloud communications platform with messaging, video and phone. We help healthcare organizations everyday improve collaboration and productivity and ultimately drive better patient outcomes.

Visit us at [ringcentral.com/healthcare](http://ringcentral.com/healthcare) or call 833-907-3437.



RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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