

180% more appointments booked - from a patient portal patients actually use

The Outcome

EHE Health replaced a slow, rigid legacy patient portal with a cloud-native platform on AWS. Appointment conversion jumped 180% through a simplified booking flow. SSO lifted conversion another 30%. Release cycles went from monthly to bi-weekly.

How They Got There

Presidio facilitated design-thinking sessions with EHE's business and technology stakeholders to align on a core feature set, then built a HIPAA-compliant, cloud-native portal on AWS. The architecture prioritized speed (99%+ of interactions under 2 seconds), an API layer to preserve working legacy assets, and embedded analytics to continuously improve the patient experience.

Why It Worked

The team redesigned the patient experience from the ground up and gave EHE's non-technical teams the visibility and agility to keep improving it. Marketing can now deliver personalized outreach. Support can see where patients drop off. EHE's engineering team ships new features twice as fast.

The Situation

EHE Health, a preventive care company serving employer populations nationwide, was running a legacy patient portal that couldn't keep pace with a growing, changing patient population. Updates took months to ship. The portal was slow. Traffic spikes from marketing campaigns degraded performance for everyone using it simultaneously.

The Approach

Presidio engaged business and technology stakeholders at EHE through design-thinking sessions to align on a core feature set before building began. The new portal was built on AWS - HIPAA-compliant, cloud-native, and architected to API principles that preserved working legacy assets while enabling modern experiences. Embedded analytics gave marketing and support teams real visibility into the patient journey from day one. The portal launched across 10 key employer clients.

The Result

Appointment conversion jumped 180% through the simplified booking flow alone. SSO integration drove an additional 30% conversion lift. More than 99% of user interactions now complete in under two seconds. EHE's engineering team moved from monthly to bi-weekly releases, giving them the agility to keep improving the platform as patient needs evolve.

180%

Appointment conversion lift through simplified booking

30%

Additional conversion lift from SSO integration

2x faster

Release cadence - monthly to bi-weekly deployments