

Contact Center + EHR Integration

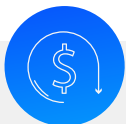
Improving Healthcare Communications

Contact Center integrates with the top electronic health record (EHR) systems, to create streamlined patient-employee communications and improve patient healthcare outcomes.

Integrates with the Top Electronic Health Record (EHR) Systems*



Contact Center integrates with leading EHR systems such as Epic, Cerner, MEDITECH, and many more* to automate tasks and streamline workflows to:



Reduce
Operational Costs



Quickly Access
Patient Data



Better, Faster
Patient Care



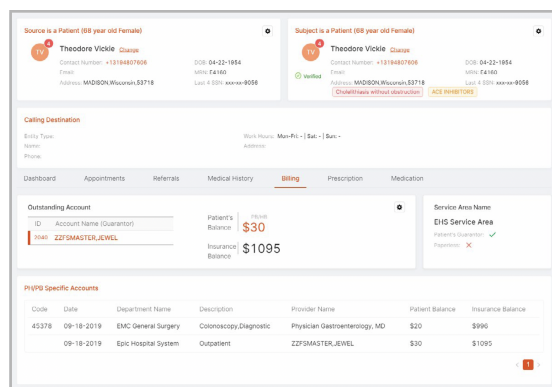
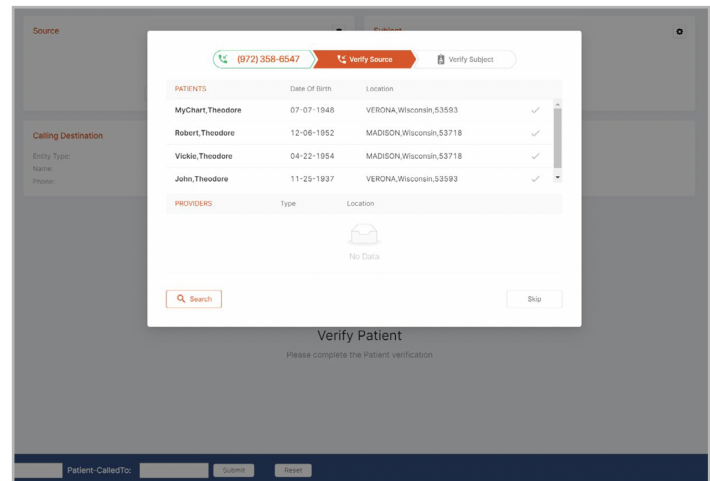
Increased
Revenue

Supported Workflows

Expedited Patient Verification and Call Resolution with Patient Assist

In tandem with an incoming call, Patient Assist automatically looks up a patient's caller ID connected to their record in your EHR and routes the call to the right staff/department for patient verification based on factors like:

- Patient Phone Number
- Family Members
- Patient Phone Number, ID, Insurance, Request type, etc.



Patient Assist then automatically pops up a dashboard from every incoming call with a 360° view of the patient's record (Members in household, outstanding bills, prescriptions, etc.) and based on that patient's caller ID, it expedites the patient verification process and call resolution times. Vital patient information includes:

- Patient demographics
- Medications
- Outstanding/Paid Bills
- Appointment Details

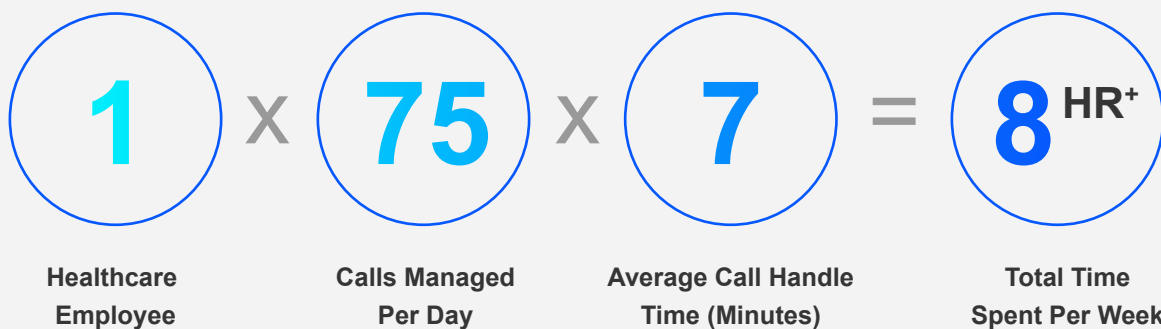
How Much Time Could Patient Assist Save You?



Inbound Self-Service Voice with Patient Engage

Deflect inbound calls using Contact Center's Interactive Voice Response (IVR). IVR uses input supplied by the patient (patient ID, date of birth, etc.) to look up information within your EHR and fulfill simple patient requests like bill payments, appointment setting, and prescription refills.

How Much Time Could Patient Engage Save You?



Using Patient Engage could reduce calls by 70%** to free up over 6 hours in just one day!

Automated Outbound Notifications with Patient Notify

Deflect inbound calls using Contact Center's Interactive Voice Response (IVR). IVR uses input supplied by the patient (patient ID, date of birth, etc.) to look up information within your EHR and fulfill simple patient requests like bill payments, appointment setting, and prescription refills.

Patient Notify sends automated outbound notifications via:



SMS Text Message

Send notifications via text and let patients reply if needed.



Emails

Send more than just plain text for emails including URLs and images.



Voice Calls

Send pre-recorded messages or text-to-speech for phone calls.

\$200

The Average Price
of a Patient Visit

How Much Money Could Patient Engage Save You?

Reducing 5 patient no-shows using Patient Notify could generate \$1000 more each day, \$5,000 in a work week, or \$260,000 more in a year.

*Supported workflows vary by EHR system. Consult your sales representative regarding what workflows your EHR supports.

**Gartner