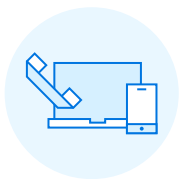




## Contact Center for Healthcare

Improve Your Patient Experience  
with Better Communications

The journey to better patient outcomes starts with communications. From scheduling to ongoing patient care, Contact Center can help you deliver a great patient experience while also reducing your costs.



### IMPROVE ACCESS TO CARE WITH MORE COMMUNICATIONS CHANNELS

- Let your patients communicate with via voice, email, text, and webchat.
- Give patients with communications disabilities alternate ways to contact you.



### SEND AUTOMATED NOTIFICATIONS VIA SMS, EMAIL, OR PHONE CALL

- Send automated appointment reminders and let patients confirm or speak to an employee with the touch of a button.
- Remind patients of outstanding bills and send them to a payment portal for processing.



### **QUICKLY RESOLVE PATIENT REQUESTS USING SELF-SERVICE TOOLS**

- Use Interactive Voice Response (IVR) to let patients anonymously access information like lab results over the phone.
- Use IVR or webchat to reduce call volumes for healthcare staff by answering common questions. (hours of operation, address, outstanding bill amounts, etc.)
- Use payment IVRs to let patients securely pay for medical bills over the phone.



### **ENSURE QUALITY CARE WITH PATIENT SURVEYS**

- Send patients surveys after a phone call or by using a link sent via text or email.
- Understand your patient population by directing them to surveys about their health behaviors.
- Capture medical adherence for prescriptions by asking patients to report whether they are taking their medication.



### **PERSONALIZE YOUR INTERACTIONS BY INTEGRATING TO YOUR EHR/EMR**

- Quickly verify patient information to focus on their needs.
- Route patients to the right staff member based on their phone number or 1000 email address.
- Document patient interactions.

**QUESTIONS? CONTACT US TODAY!**