Intermedia Contact Center + EHR Integration
Improving Healthcare Communications

Thousands of healthcare providers trust Intermedia to improve healthcare employee productivity and improve patient care. Intermedia 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*

Epic   MEDITECH   Cerner   athena health   Allscripts   eClinicalWorks   nextgen healthcare

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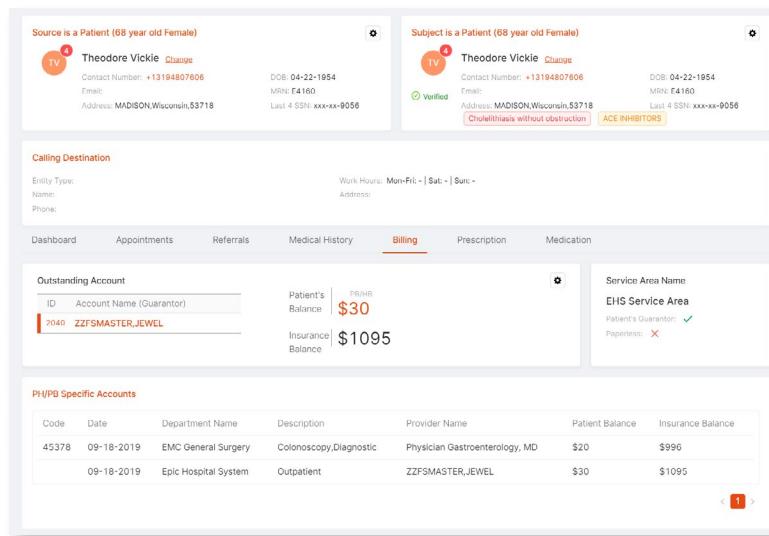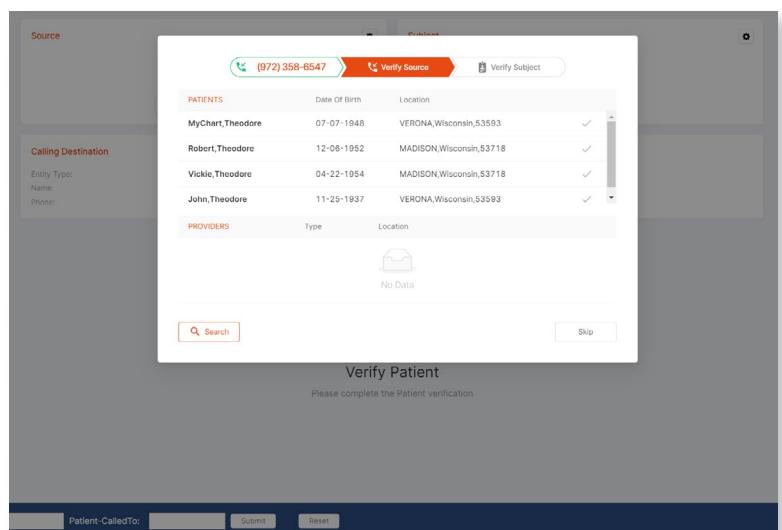
Patient Assist then automatically pops up a dashboard from every incoming call with a 360° view of the patient's record (Members in household, outstanding bills, prescriptions, etc.) and based on that patient's caller ID, it expedites the patient verification process and call resolution times. Vital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

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

HOW MUCH TIME COULD PATIENT ASSIST SAVE YOU?

One Healthcare Employee		Calls Managed Per Day		Seconds Spent Verifying Patient ID		Total Time Spent Per Week
1	X	75	X	43	=	6hr+

Reducing patient verification from 43 seconds down to 3 seconds using Patient Assist could free up 5 hours and 50 minutes a week!

Inbound Self-Service Voice with Patient Engage

Deflect inbound calls using Intermedia's 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?

One Healthcare Employee		Calls Managed Per Day		Average Call Handle Time (Minutes)		Total Time Spent Per Week
1	X	75	X	7	=	8hr+

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

## Automated outbound notifications with Patient Notify

Decrease no-shows and eliminate time-consuming outreach efforts by automatically sending voice, text, and email notifications based on real-time EHR events such as upcoming appointments, prescription refills, and outstanding bills. Allow patients to respond to notifications with a simple confirmation or let them connect to a member of your healthcare organization.

Patient Notify sends automated outbound notifications via:

SMS Text Messages
Send notifications via text and let patients reply if needed.
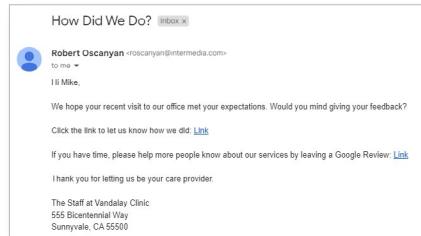
Emails
Send more than just plain text for emails including URLs and images.

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

HOW MUCH MONEY COULD PATIENT NOTIFY GENERATE FOR YOU?

• The average price of a patient visit is $200

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

QUESTIONS? CONTACT US TODAY!

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