



## ENHANCING PATIENT EXPERIENCE: Healthcare Checklist

A fully integrated cloud communications platform improves patient experience by supporting:

- Patient access, choice, convenience, and outreach
- Electronic health record (EHR) integrations
- Care team coordination and effectiveness
- Collaboration tools for remote workers
- Secure and compliant communications



We have the expertise, experience, and platform to transform your healthcare organization and help you deliver a better patient experience.

**ONE** Communications Platform - **ONE** Low Monthly Rate

PHONE | VIDEO | CHAT | CONTACT CENTER | FILES | EMAIL

	YOUR NEEDS	OUR SOLUTIONS
PATIENT EXPERIENCE	<ul style="list-style-type: none"> <li><input type="checkbox"/> Rapidly verify patient identity and access patient health records</li> <li><input type="checkbox"/> Raise patient satisfaction scores</li> <li><input type="checkbox"/> Improve accessibility and new patient onboarding</li> <li><input type="checkbox"/> Resolve issues faster</li> <li><input type="checkbox"/> Build stronger patient and staff relationships</li> <li><input type="checkbox"/> Redirect incoming calls and prioritize patients with complex issues for optimal care and support</li> </ul>	<ul style="list-style-type: none"> <li>✓ Patient Assist quickly retrieves patient Caller ID and displays relevant EHR information on a dashboard</li> <li>✓ Patient Notify can send automated and repeated reminders for upcoming appointments, outstanding bills, and prescription refills</li> <li>✓ Our mobile app allows healthcare professionals to never miss important patient calls, and facilitates easy collaboration from anywhere at anytime</li> <li>✓ Patient Engage uses patient Interactive Voice Response (IVR) to look up patient information within EHRs, and assist the patient in completing common tasks such as managing appointments, paying bills, and refilling prescriptions</li> </ul>
EFFICIENCY	<ul style="list-style-type: none"> <li><input type="checkbox"/> Reduce no-shows that delay diagnoses and cost time and money</li> <li><input type="checkbox"/> Improve ongoing patient engagement with proactive outreach</li> <li><input type="checkbox"/> Reduce hold times and automatically connect to patient information</li> </ul>	<ul style="list-style-type: none"> <li>✓ EHR integration includes Epic, Cerner, MEDITECH, Allscripts, Athenahealth, eClinicalWorks, and NextGen Healthcare</li> <li>✓ Integration with EHR supports automatic (and, if needed, repeated) patient reminders via outbound voice, text, and emails based on real-time EHR events such as upcoming appointments, prescription refills, and outstanding bills</li> <li>✓ Staff get an automatic EHR popup for inbound patient calls that helps verify identity and provides instant access to patient data</li> </ul>
TIME SAVINGS	<ul style="list-style-type: none"> <li><input type="checkbox"/> Patient interactions that are efficient and frustration-free</li> <li><input type="checkbox"/> Patients' choice of communication via multiple channels</li> <li><input type="checkbox"/> Communication between healthcare teams that is easy, efficient, and quick</li> <li><input type="checkbox"/> Automated integrations with EHR</li> </ul>	<ul style="list-style-type: none"> <li>✓ Intelligent routing and self-service interactive voice response (IVR) minimize transfers and automate common requests to manage appointments, pay bills, and refill prescriptions</li> <li>✓ Staff can accept patient inquiries via SMS, chat, and email, in addition to phone calls</li> <li>✓ Access anywhere, anytime, and on any device creates a more flexible workforce and extends reach</li> <li>✓ Integrated chat, SMS, video conferencing, screen and file sharing, backup, and archiving save time and increase collaboration</li> <li>✓ Our solution can integrate with many EHRs, as well as other business software</li> </ul>
SECURITY & RELIABILITY	<ul style="list-style-type: none"> <li><input type="checkbox"/> Protect patient information and privacy</li> <li><input type="checkbox"/> Meet compliance regulations</li> <li><input type="checkbox"/> Deliver a secure and reliable cloud communications platform for staff and patients</li> </ul>	<ul style="list-style-type: none"> <li>✓ Contact Center offers HIPAA* compliance</li> <li>✓ Your data is private and protected in our secure cloud</li> <li>✓ Admin tools streamline IT management, security, and archiving</li> </ul>

\*A Business Associate Agreement can be executed upon request to address HIPAA compliance.

Questions? Contact Us Today!

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