

# POSITIVELY IMPACTING PATIENTS

## Better Patient Engagement through Consumer Technologies

Today's patient-centric healthcare organizations are focused on providing better quality of care along with patient experiences that lead to happier, healthier outcomes. People are at the center of engaging patients and empowering staff.

### Top priorities include:

- Healthcare coordination across multiple care settings and specialties
- Proactive engagement with patients to focus on health and happiness
- Cost containment amid tight budgets
- Overextended health professionals

80% of global smartphone users want to use their phones to connect with their healthcare providers



### PATIENT ENGAGEMENT MANAGEMENT

Staff members can view patient interactions regardless of channel (voice, SMS, chat, Messenger, or email) in a single interface.



### MOBILE SELF-SERVICE

Automated appointment reminders through SMS, email, and voice enable patients to confirm, cancel, request or reschedule a new appointment within the same interaction.



### ACCESS CENTER MANAGEMENT

Omni-channel solutions enable staff members to manage multiple channels, route requests to the appropriate departments and expedite response times of urgent inquiries.



### CASE MANAGEMENT

Link interaction history posts with patient records to ensure proper follow-up and care coordination.



### STAFF ENGAGEMENT

Mobile and dispersed care team members can securely communicate with the patient access center and each other via SMS, chat, and email.



### STAFF WORKFORCE MANAGEMENT WITH CROSS-COVERAGE

Multiple specialties can be assigned to different agents within the call center.