



# Aspect<sup>®</sup> Healthcare - Patient Connect

Putting patients first by creating a better experience when they need it most

Today's healthcare organizations are a complex amalgam of multiple clinics, hospital facilities and doctor's offices – with numerous phone systems tenuously connecting them. It's a real challenge to navigate the patient to the right area when calls can deal with needs as diverse as prescription refills, clinical questions, directions, appointment scheduling and billing. To enhance care coordination, providers are looking for ways to centralize communications and optimize associated processes and staff across even remote locations. Aspect Patient Connect enables just this type of patient-focused ecosystem through a purpose-built, unified environment for multi-site healthcare organizations. Imagine a single point of contact for patients via security-enabled, enterprise-wide processes, no matter how geographically diverse. Patients are empowered to reach the right office and department on the first try. And agents have needed information at the ready to ensure a productive patient engagement. All this means less stress on your patients as well as on your organization's already limited resources. Higher patient satisfaction. Lower costs. Aspect Patient Connect.

## Traditional Solutions Cannot Keep Up

When healthcare systems are functioning at their best, patients have convenient access to their providers. Unfortunately, traditional healthcare scheduling systems tend to create more problems than they solve, resulting in frustrated patients, spotty appointment calendars and unrealized revenue potential.

**"National statistics indicate that seventy-five percent of patients want appointments on the same day they call."**

**- Patient Centered  
Scheduling Collaborative**

### Key challenges include:

- Increased patient complaints about the difficulty of getting appointments when they want them
- High no-show rates because patients are not given immediate access to care
- Unimpressive staff productivity because of high no-show rates
- Elevated patient walk-in rates because patients know this is the most effective way to deal with a flawed appointment system
- Sinking staff morale

These traditional scheduling systems were not designed to deal with the complexities brought on by more demanding patients, omni-channel communications and increasingly geographically diverse healthcare organizations. Liberate your patients and staff from chronic double-booking of appointments, lengthy cycle times, and staff schedules that are not aligned with patient demand. Enter Aspect Patient Connect.

### Purpose Built to Put Patients First

Aspect Patient Connect is purpose built to improve your patient's experience. Starting with their first call, patients have access to physicians at any location within your healthcare network. During interactions, employees are empowered with a 360 patient view that makes for an informed and productive conversation. Notes can be easily entered within the same patient record that is visible on their screen for capturing important information shared on the call. If your patient needs to be transferred to another clinician or specialist – no problem. Easily view who is available before transferring the call (complete with notes), without needing to manually search directories for the correct extension. Confidently transfer the call to the right person with the right skill set who

can efficiently handle the situation. Stop frustrating patients and perpetuating costly inefficiencies with lengthy wait times to transfer calls – often to the wrong person or location.

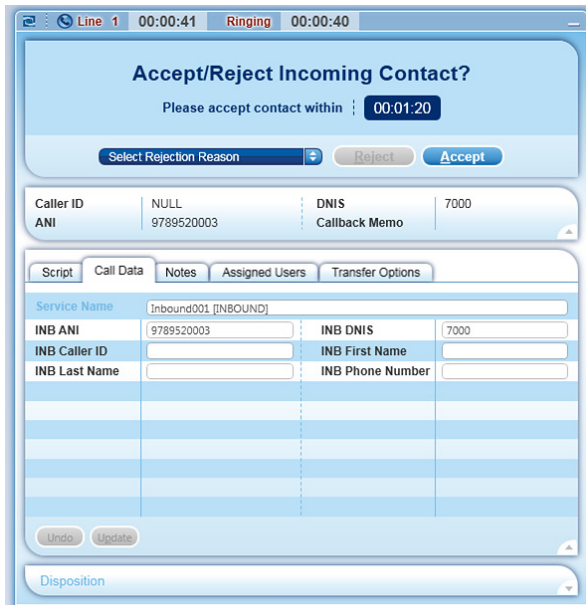
**“The concept of the patient as a consumer is poorly understood in health care.”**

**- Kavev Safavi,  
Accenture Healthcare Practice**

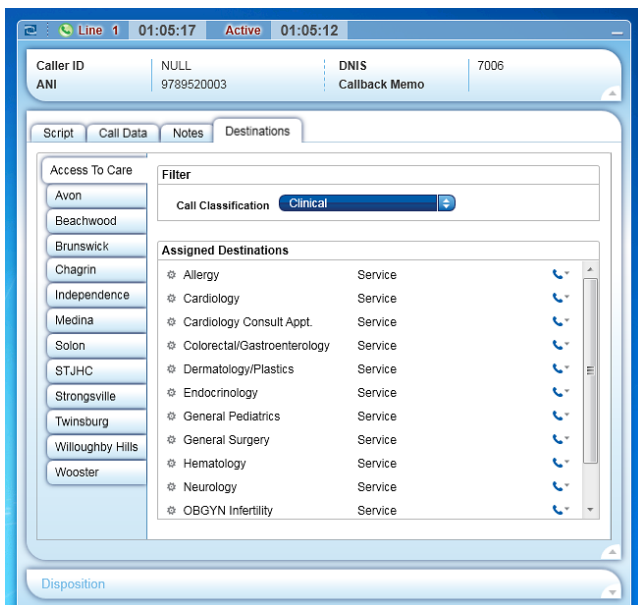
### Improve Access to Care

Improving access to care is all about better coordination between the supply of medical professionals and patient demand, meaning that there are no backlogs of appointments and no delays between when the patient requests an appointment and when service is delivered. The gap between supply and demand not only contributes to a lag in meeting patients' needs, but it can also generate resource waste in the system.

Purpose built for healthcare organizations, Aspect Patient Connect combines interaction management, workforce optimization and back office technologies to create a single point of contact for patients, enabling access to the right medical facility and contact at the right time for faster resolution of healthcare issues. The Affordable Care Act mandates improvements in patient access to care – Aspect Patient Connect meets this challenge by giving patients access to the right healthcare providers at the right time, creating better healthcare outcomes and lower costs per patient.



Aspect Patient Connect puts patients first by simplifying the patient appointment scheduling process. Patients use a single phone number to call into a centralized scheduling department. Call routing rules provide flexibility in getting the call to the right party as the patient interaction unfolds.

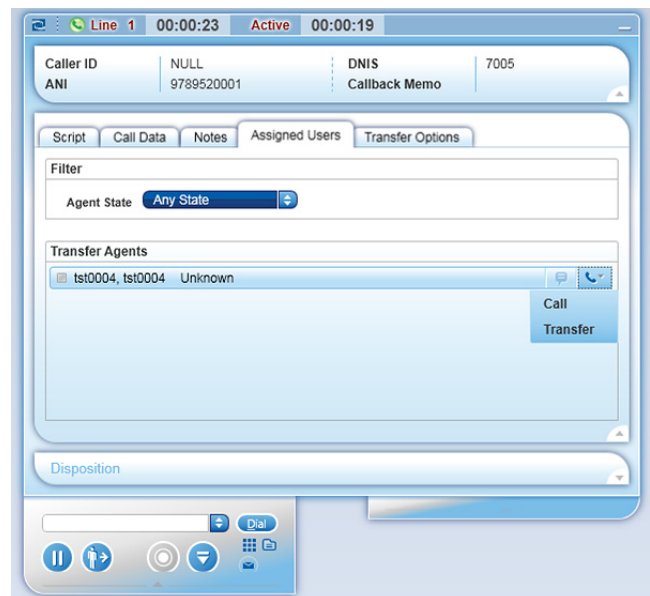


Find locations and specific practices/offices within a desired location based on the skill set you are attempting to find such as Clinician, Receptionist, or Hot-line (emergency). You will only see locations and departments available that, for example, have appropriate clinicians on-staff who are available and can take the call. Identify specific locations and departments based on skill sets needed to treat the patient. When you select the department best suited, you will see real-time availability of the staff who can receive the transferred call.

## Increase Staff Empowerment

It is not surprising to healthcare professionals that the way staff feel about their workplace has an impact on the quality of patient care, as well as on the efficiency and financial performance of the healthcare system. The *Boorman Review*<sup>1</sup> demonstrates that higher staff satisfaction is linked to higher patient satisfaction, and that staff experience shapes patients' experience, rather than the other way around. Research also shows that there is not one single solution to engage staff. However, there are broad steps managers can take to increase staff engagement including giving front line staff responsibility and authority to solve problems they believe impact patient care.

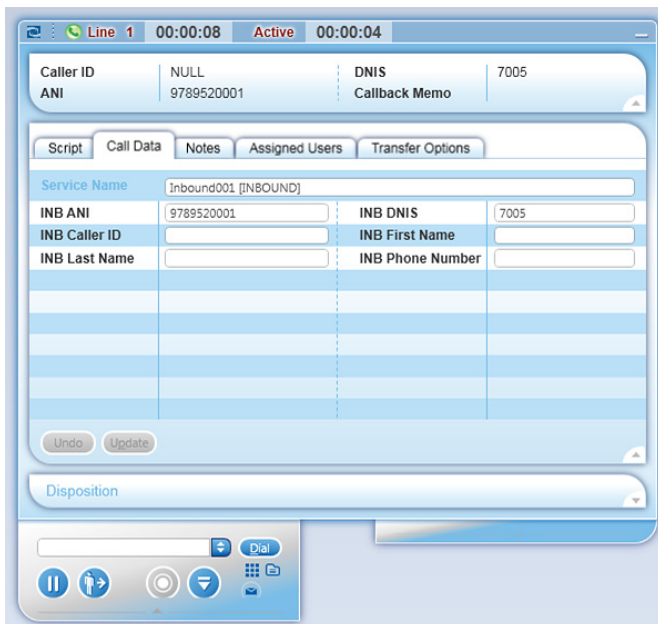
Aspect Patient Connect empowers staff by putting collective information at their fingertips when interacting with patients. Inquiries are quickly and correctly handled the first time, reducing the need to transfer the patient to other departments. But when calls do need to be transferred, secure healthcare information travels with the patient call reducing the possibility of error in diagnosis and the need for patients to repeat themselves. Interactive alerts, scripts and coaching reminders ensure that all conversations are consistent and compliant.



Better manage patient expectations. The Operator Console provides visibility into a department's caller service level. If the wait time is excessive, you can advise the caller and provide an alternative such as a scheduled callback.



Employees who receive calls can enter or attach information directly into the notes area of the call. When the call is transferred, the notes are transferred with the call, eliminating the need for the patient to repeat themselves. The receiving employee also has the capability to add additional information or notes to ensure continuity with the patient experience.



Role based decision rules determine what screen pop appears with the call when it is transferred. Administrators can easily program up to 20 fields of data that employees can view. For example, automatically see triage notes and immediately discern the severity of a patient's problem and schedule a same-day appointment. Billing staff on the other hand are shown a collection script, ensuring call consistency and compliance with the conversation.

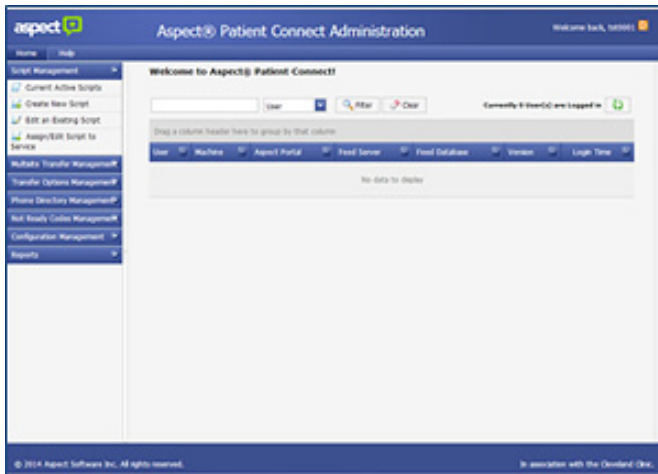
**"When people start to participate with their colleagues in other settings, it's satisfying work and it makes their lives much easier. There's a lot to be gained by hospitals understanding the capabilities of partners that share their patient populations."**

**- Dr. Brock, *Hot Topics in Healthcare Transitions of Care, Issue #2***

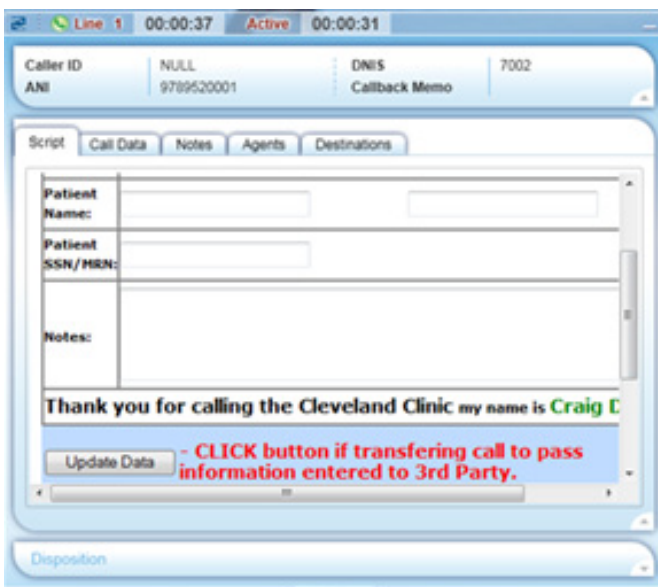
### Champion Patient-Centered Care

By definition, patient-centered care is care organized around the patient. It is a model in which healthcare systems partner with patients and families to identify and satisfy the full range of patient needs and preferences. It's not one department or a handful of departments' responsibility to care for the patient, but the responsibility of the entire organization. Not to be overlooked in defining patient-centered care is a concurrent focus on staff. To succeed, a patient-centered approach must also address the staff experience, as staff's ability to collaborate and function as one entity has a direct impact on the patient experience.

Aspect Patient Connect creates an open, collaborative environment that focuses on patient-centered care. Employees and staff are empowered to easily interface with all departments and locations within the healthcare system. Aspect helps you put your patients first.



*Aspect Patient Connect is a flexible solution that easily allows for the addition of new sites or new employees without significant IT involvement or Telcom support.*



*Improve the patient experience with easy to use scripting tools. Create standardized employee questions to ensure consistent data capture, accurate triage and compliant patient interactions.*

## Understand What Happened

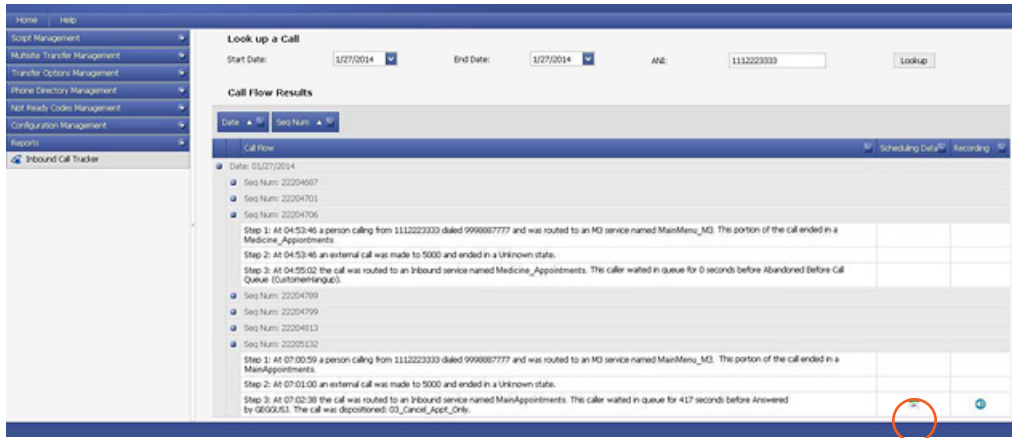
In addition to centralized administration and patient call routing, Aspect Patient Connect provides actionable business intelligence on enterprise-wide staff and routing resources through real-time voice, data and historical reporting.

Real-time reporting operates as a collection point for data from the healthcare contact center, workforce management, quality monitoring and other valuable intelligence sources. Essentially, it's an enabling platform for both production reporting and performance management applications. With the ability to run highly efficient production reports from the same analytics data set, healthcare contact center administrators and managers can:

- Track and record interactions across all locations
- Understand compliance risk
- Identify training opportunities for employees and staff
- Ensure consistent metrics regardless of how the source information is processed
- Lay the groundwork for making the healthcare contact center more efficient
- Understand the lifecycle of the patient experience and outcomes

With Aspect's real-time and historical reporting capabilities, you have one unified source for simplified and enhanced cradle-to-grave reporting. In-the-moment and reflective decision making is more informed and strategic across the enterprise.

Easily combine scheduling and interaction data for an actionable 360 view of the patient experience.



Recorded call and scheduling data is readily accessible. Easily determine deficiencies in patient facing processes and identify staff coaching opportunities to improve.

## Patients Come First

Industry experts agree that the number 1 challenge patients face today is the ability to access their providers when they need them. Aspect Patient Connect meets this challenge by creating a single point of contact for patients, enabling them to reach the right office and department when they need them. As a result, your physician schedules are easier to access and populate, creating a more cost effective delivery model. One hundred percent of patient interactions and data such as insurance information, lab results, appointment notes and pharmacy details

are recorded, tracked and reported on in real time. What this means for your patients and their families is that they will no longer be transferred to the wrong person or location by mistake, further frustrating them at an already stressful time. They will be able to gain quicker access to the care they need at a lower cost to your healthcare system.

When your patients need medical assistance, they have enough to worry about. Aspect Patient Connect puts them first by creating a better patient experience when they need it most.

1. NHS Health and Well-Being Final Report (NHS, 2009)

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### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

