

## Intermedia Contact Center + eClinicalWorks

Leverage a Contact Center that connects to eClinicalWorks' EHR data to help patients get faster and better service.

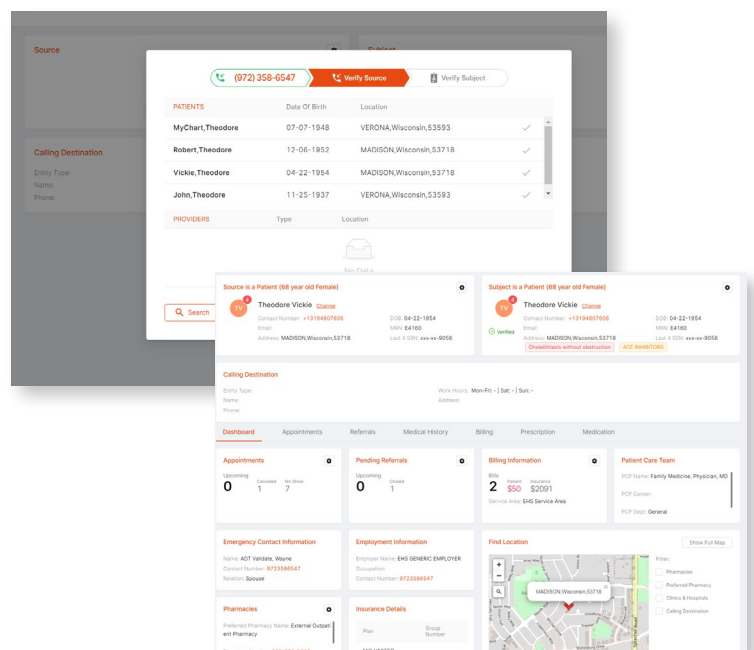
Both you and your patients want streamlined communications that saves time, is accurate, and most importantly secure. Intermedia Contact Center connects to eClinicalWorks' EHR via an integration to automate tasks and streamline workflows, allowing you to focus on what you do best – providing the highest level of care for your patients and helping patients gain faster access to important information, and better care.

*eClinicalWorks*

### 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 eClinicalWorks and pops up a dashboard with relevant patient information. Quickly view appointment details and referral information to streamline patient care.



The dashboard displays the following information:

- Source:** (072) 358-0547, Verify Source, Verify Subject
- PATIENTS:**

MyChart, Theodore	Date Of Birth	Location
Robert, Theodore	07-07-1948	VERONA, Wisconsin, 53593
Vickie, Theodore	12-06-1952	MADISON, Wisconsin, 53718
John, Theodore	04-22-1954	MADISON, Wisconsin, 53719
	11-25-1937	VERONA, Wisconsin, 53593
- PROVIDERS:**

Type	Location
- Source is a Patient (68 year old Female):**
  - Theodore Vickie:** Contact Number: +13194807606, Email: +13194807606, Address: MADISON, Wisconsin, 53718
  - Subject is a Patient (68 year old Female):** Contact Number: +13194807606, Email: +13194807606, Address: MADISON, Wisconsin, 53718
- Calling Destination:**
  - Entity Type: Home, Phone: +13194807606
  - Work Hours: Mon-Fri - 9am - 5pm
- Dashboard:**
  - Appointments:** 0 Cancelled, 1 No Show, 7
  - Pending Referrals:** 0
  - Billing Information:** 2 \$500, \$2091, Service Area: EMS Service Area
  - Patient Care Team:** PCP Name: Family Medicine, Physician, MD; PCP Contact: General
  - Emergency Contact Information:** Name: ADT VICKIE, Wayne; Contact Number: 8723580547; Region: Soave
  - Employment Information:** Employer Name: EMS GENERAL EMPLOYER; Contact Number: 8723580547
  - Find Location:** Map showing location in MADISON, Wisconsin, 53718
  - Pharmacies:** Preferred Pharmacy Name: External Outpatient Pharmacy; Pharmacy Address: 808, 221, 8000
  - Insurance Details:** Plan: Group Number: MFC ON 100



PATIENT



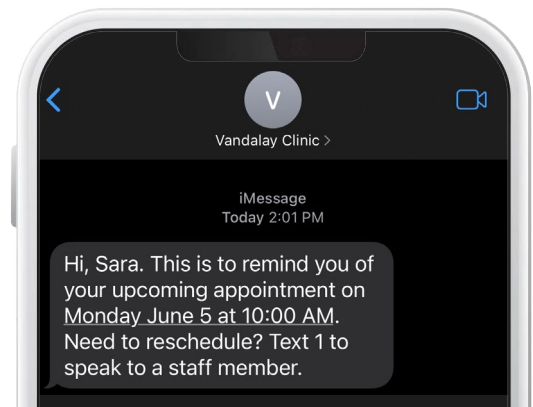
SELF-SERVICE IVR

## Inbound Self-Service Voice with Patient Engage

Deflect inbound calls using Contact Center's Interactive Voice Response (IVR). IVR uses input supplied by the patient (patient ID, date of birth, etc.) to look up information with eClinicalWorks and fulfill simple patient requests like appointment settings. This allows for the overall number of calls to be decreased, allowing healthcare staff to focus on addressing more complex patient inquiries.

## Automated outbound notifications with Patient Notify

Reduce patient no-shows 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.



## HOW MUCH CAN INTERMEDIA CONTACT CENTER + eClinicalWorks SAVE YOU?

### Patient Assist

If you are

- Managing 75 calls a day
- Spending 43 seconds for patient verification

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

### Patient Engage

If you are

- Managing 75 calls a day
- Average handle time on healthcare calls is 7 minutes

Reducing calls by 70%<sup>1</sup> could free up over 6 hours in just one day!

[\[1\] Gartner Research, 2018](#)

### Patient Notify

If you have

- 10 patients who did not show up for their appointment each day
- And the average price of a visit is \$200

By reducing daily patient no-shows to 8, potential earnings can increase by \$400 per day, totaling \$2,000 per work week or an impressive \$104,000 more annually.

## QUESTIONS? CONTACT US TODAY!

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