

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*



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.

Source: (972) 358-6547

Verify Subject

PATIENTS	Date Of Birth	Location
MyChart, Theodore	07-07-1948	VERONA, Wisconsin, 53593
Robert, Theodore	12-08-1952	MADISON, Wisconsin, 53718
Vickie, Theodore	04-22-1954	MADISON, Wisconsin, 53718
John, Theodore	11-25-1937	VERONA, Wisconsin, 53593

Calling Destination

Entity Type: Name: Phone:

PROVIDERS

Type: Location:

No Data

Search Skip

Verify Patient

Please complete the Patient verification

Patient-CalledTo: Submit Reset

Source is a Patient (68 year old Female)

Theodore Vickie Change

Contact Number: +13194807606 DOB: 04-22-1954

Email: MINS: F4160

Address: MADISON, Wisconsin, 53718 Last 4 SSN: xxx-xx-9050

Subject is a Patient (68 year old Female)

Theodore Vickie Change

Contact Number: +13194807606 DOB: 04-22-1954

Email: MINS: F4160

Address: MADISON, Wisconsin, 53718 Last 4 SSN: xxx-xx-9050

Cholelithiasis without obstruction ACE INHIBITORS

Calling Destination

Entity Type: Name: Phone:

Work Hours: Mon-Fri: 9am-5pm | Sat: 9am-5pm | Sun: 9am-5pm

Dashboard Appointments Referrals Medical History Billing Prescription Medication

Outstanding Account

ID	Account Name (Quarantor)	Patient's Balance	Insurance Balance
1040	ZZFMASTER, JEWEL	\$30	\$1095

Service Area Name

EHS Service Area

Patient's Guarantee: ☒ Reported: ☒

PI/PB Specific Accounts

Code	Date	Department Name	Description	Provider Name	Patient Balance	Insurance Balance
45378	09-18-2019	EMC General Surgery	Colonoscopy, Diagnostic	Physician Gastroenterology, MD	\$20	\$996
	09-18-2019	Epic Hospital System	Outpatient	ZZFMASTER, JEWEL	\$30	\$1095

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

1

x

Calls Managed Per Day

75

x

Seconds Spent Verifying Patient ID

43

=

Total Time Spent Per Week

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?

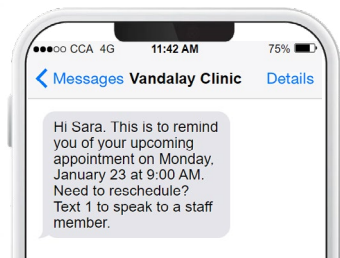
One Healthcare Employee		Calls Managed Per Day		Average Call Handle Time (Minutes)		Total Time Spent Per Week
1	x	75	x	7	=	8hr+

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

Automated outbound notifications with Patient Notify

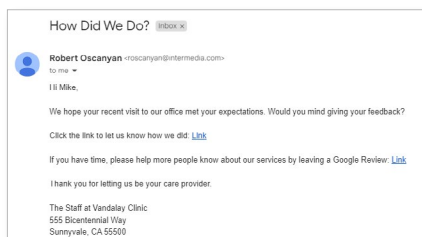
Decrease no-shows and eliminate time-consuming outreach efforts by automatically sending voice, text, and email notifications based on real-time EHR events such as upcoming appointments, prescription refills, and outstanding bills. Allow patients to respond to notifications with a simple confirmation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