

Contact Center + Epic

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

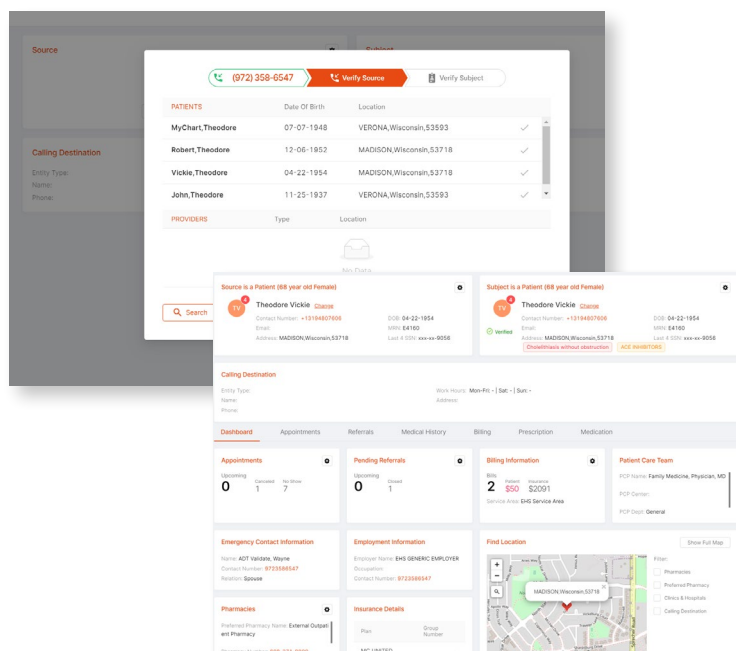
Both you and your patients want streamlined communications that saves time, is accurate, and most importantly secure. Contact Center connects to Epic's EHR via an integration to automate tasks and streamline workflows, allowing you to focus on what you do best – providing the highest level of care for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



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 Epic and pops up a dashboard with relevant patient information. Quickly view additional members in household, outstanding bills, prescriptions, and other information to streamline patient care.



The screenshot displays the Patient Assist dashboard interface. At the top, there's a search bar with the phone number (72) 358-6547 and buttons for 'Verify Source' and 'Verify Subject'. Below this is a table of patients with columns for Name, Date of Birth, and Location. The table lists Theodore Vickie, Robert Theodore, and John Theodore. To the right of the table is a 'PROVIDERS' section. Below the table, there's a 'Calling Destination' section with fields for Name, Phone, and Address. The main dashboard area is divided into several sections: 'Source is a Patient (88 year old Female)' and 'Subject is a Patient (88 year old Female)', both showing patient details like Name, Contact Number, and Address. Below these are sections for 'Appointments', 'Pending Referrals', 'Billing Information', 'Patient Care Team', 'Emergency Contact Information', 'Employment Information', 'Find Location', 'Pharmacies', and 'Insurance Details'. The 'Appointments' section shows 0 upcoming and 7 cancelled appointments. The 'Billing Information' section shows 2 bills, with one for \$500 and another for \$2091. The 'Find Location' section includes a map showing the location of the patient's home.



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 Epic and fulfill simple patient requests like bill payments, appointment settings, and prescription refills. 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 CONTACT CENTER + EPIC 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%¹ 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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