Contact Center + Epic

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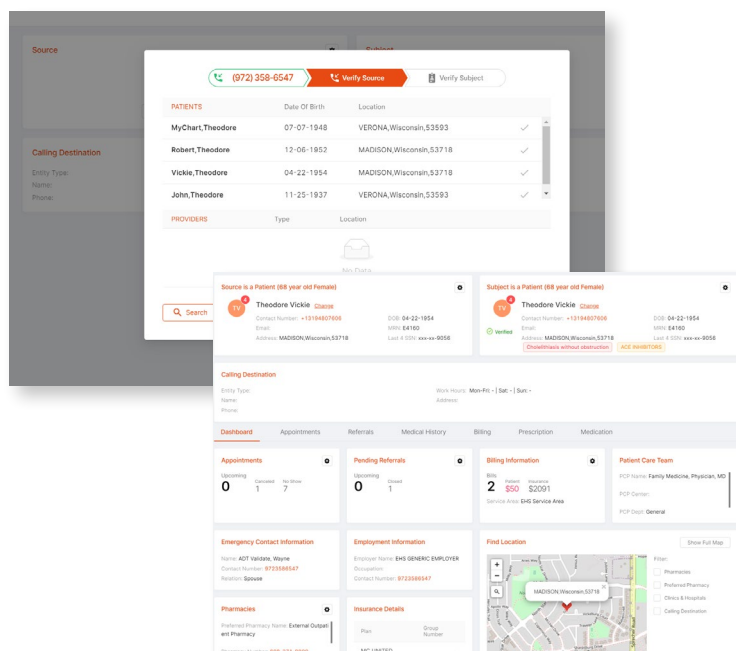
Both you and your patients want streamlined communications that saves time, is accurate, and most importantly secure. Contact Center connects to Epic's EHR via an integration to automate tasks and streamline workflows, allowing you to focus on what you do best – providing the highest level of care for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

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.

PATIENT **SELF-SERVICE IVR**

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.

Vandalay Clinic >

iMessage
Today 2:01 PM

Hi, Sara. This is to remind you of your upcoming appointment on Monday June 5 at 10:00 AM. Need to reschedule? Text 1 to speak to a staff member.

HOW MUCH CAN CONTACT CENTER + EPIC SAVE YOU?

Patient Assist	Patient Engage	Patient Notify
If you are	If you are	If you have
• Managing 75 calls a day	• Managing 75 calls a day	• 10 patients who did not show up for their appointment each day
• Spending 43 seconds for patient verification	• Average handle time on healthcare calls is 7 minutes	• And the average price of a visit is $200
Reducing patient verification from 43 seconds down to 3 seconds using Patient Assist could free up 5 hours and 50 minutes a week!	Reducing calls by 70%[1] could free up over 6 hours in just one day!	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.
	[1] Gartner Research, 2018	

QUESTIONS? CONTACT US TODAY!