



HEALTHCARE PROVIDER CHECKLIST

Enhancing Patient Experience

A FULLY INTEGRATED CLOUD COMMUNICATIONS PLATFORM IMPROVES PATIENT EXPERIENCE BY SUPPORTING:

- › Patient experience, outreach, and engagement, within and beyond the office
- › Flexible communication in patients' preferred channels (phone, chat, text, video)
- › Mobile solutions for on-the-move staff
- › Patient appointment scheduling and interactions
- › Ease of use for all departments/staff – from office staff to doctors to finance and marketing

COMMON ISSUES FACING HEALTHCARE PROVIDERS

- › Cumbersome appointment scheduling
- › Patient no-shows or cancellations
- › Not enough patients making appointments
- › Trouble filling vacant staff positions



ONE COMMUNICATIONS PLATFORM **ONE** LOW MONTHLY RATE
PHONE | VIDEO | CHAT | CONTACT CENTER | FILES | EMAIL

UNIVERGE BLUE CLOUD SERVICES HEALTHCARE PROVIDERS CHECKLIST



OUR SOLUTIONS CAN HELP SOLVE THESE ISSUES

YOUR NEEDS		OUR SOLUTIONS
SCHEDULING AND SERVICE EFFICIENCY	<ul style="list-style-type: none"> <input type="checkbox"/> Eliminate dropped calls <input type="checkbox"/> Reduce hold times <input type="checkbox"/> Routing calls to the correct department <input type="checkbox"/> Maximize appointment schedules <input type="checkbox"/> Deliver appointment reminders effectively <input type="checkbox"/> Minimize scheduling friction and generate ongoing patient loyalty 	<ul style="list-style-type: none"> ✓ Customize call flows for more-efficient interactions and scheduling ✓ Route incoming calls to staff with optimal combination of idle time and skills ✓ Eliminate busy signals with queuing, and provide in-queue music and voice playback (e.g., seasonal service specials) ✓ Deliver timely (and, if needed, repeated) reminders of outstanding payments, new patient paperwork requirements, appointments, and more with Dynamic Notifications ✓ Extend reach with integrated chat, SMS, video conferencing, screen sharing, file sharing, and file backup, while increasing collaboration and efficiency within the medical office
MULTICHANNEL PATIENT EXPERIENCE	<ul style="list-style-type: none"> <input type="checkbox"/> Enable efficient, integrated, and frustration-free patient interactions, regardless of channel, from first contact to follow-up <input type="checkbox"/> Support patients' expectations of seamless and interchangeable communication via multiple channels 	<ul style="list-style-type: none"> ✓ Minimize transfers and eliminate dead ends with intelligent routing and self-service interactive voice response (IVRs) which help automate common requests ✓ Accept patient inquiries via SMS, chat, and email, in addition to phone calls – all with one platform ✓ Support integrated chat, SMS, video conferencing, screen sharing, file sharing, and file backup
EFFICIENT STAFF	<ul style="list-style-type: none"> <input type="checkbox"/> Untether and support a mobile staff <input type="checkbox"/> Support easy, efficient, and quick communications among departments <input type="checkbox"/> Extend reach and facilitate increased collaboration 	<ul style="list-style-type: none"> ✓ Create a more flexible and effective team with anytime, from anywhere, and on any device, communications ✓ Allow staff to never miss important calls or texts and provide the option to easily collaborate from anywhere – all with our Mobile App ✓ Integrate the solution with applications such as Google, Microsoft, Salesforce, and more
PATIENT LOYALTY AND ENGAGEMENT	<ul style="list-style-type: none"> <input type="checkbox"/> Enact proactive and meaningful outreach <input type="checkbox"/> Extend reach with dynamic, high-value notifications 	<ul style="list-style-type: none"> ✓ Use Dynamic Notifications to send outbound voice, SMS, and email notifications about appointment reminders, office updates, payment reminders, and more to keep your healthcare practice top of mind

NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trademarks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice. Please refer to your local NEC representative(s) for further details.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or:



Empire Communications Inc. (ECI)
460 Thompson Drive, Cambridge, Ontario, N1T 2K8
Phone: 519.624.9134, www.empire-team.com