



## Presence Suite for **Healthcare**

Contact Centers in the Healthcare industry play a vital role for both patients and providers. Healthcare providers need a system in place, whereby they can best utilize their contact centers in an efficient way, without losing the quality of the patient support. Presence Suite for Healthcare offers a solution to support the needs of both patients and providers, with a multi channel contact center platform, which enhances and improves patient and provider communication in an efficient and cost effective manner.

## **Communicate throughout the care cycle**

Numerous medical related interactions occur outside of a doctor's office or hospital, and patient care and contact center call-in lines are often the first point of contact. The Presence Suite allows contact center agents to have a full 360 degree view of the patient history, arming them with the information they need to properly direct or advise the patient. **Presence Inbound** and **Intelligent Routing** determine where to route a call, providing a screen pop that can provide patient history and relevant information, and the tools can also direct the call to self service portals where applicable. Patients can avoid long queue waits by using **Presence IVR** automated systems for transactions such as making or confirming appointments, verifying coverage or locating a physician.

**Presence Scripting** can customize scripts, such as a scripted plan to follow the trail of symptoms to a potential diagnosis or provide references to related guidelines and charts. When contact centers utilize an outreach approach, **Presence Outbound** and **RoboDialer** tools can cycle through patient lists, sending out automated appointment reminders via phone, text or email, as well as segmenting the patient lists to proactively remind patients of prescription refills or preventative screenings. Presence Suite for Healthcare allows providers to maintain patient support throughout the care cycle, while reducing agent and operational cost.

## Advantages:

- One application for improved customer care
- Physician referral
- Preventative care reminders
- Nurse advise lines
- Admission and discharge services
- Appointment scheduling
- Prescription refills
- Bill collection
- Back office
- Automatic payments
- Reminders via phone, SMS, email

“Before we implemented progressive dialing, our call center agents had to listen to unanswered phone calls, busy signals or calls routed to answering machines. As a result of implementing Presence Suite progressive dialing, agents only speak to real people answering the phone, and the contacts per hour increased significantly. Furthermore, with Presence Suite we use fewer resources...”

**Miguel Martinez**  
Arriva Medical

## Lower operational costs

Healthcare providers are facing changing laws regarding healthcare, and providers are compelled to reduce operational costs and streamline business processes, thereby making the contact center an important means of lowering healthcare costs. **Presence Back Office** helps to automate many administrative tasks, reducing manual input and human error, while also helping to ensure compliance with regulations such as HIPAA. **Presence Reporting** can track historical data on such things as patient billing, so hospital and medical billing departments are able to collect

on medical bills, using the automated features to set up payment plans with patients. The **Presence Recording** feature allows for call and screen recording, ensuring that the best practices are being utilized for agent productivity and process proficiency. Presence Suite for Healthcare is the solution for healthcare contact centers who want to retain patient care quality while improving efficiencies to lower costs.

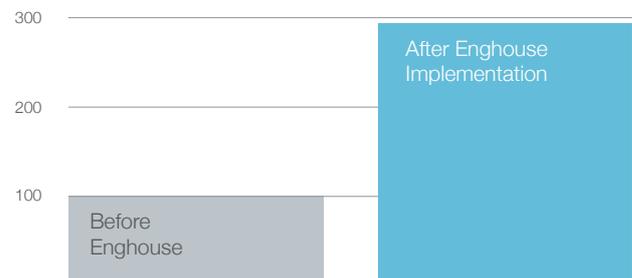
## Scalable Technology

Presence Suite solutions can be hosted On Premise, Hybrid or Cloud – thus helping to maximize stretching dollars. The solution is tailored specific to the agency needs and is flexible to allow for future growth. Presence Suite also understands the important role in supporting the environment and the incentives for going green.

Our Cloud and Hybrid solutions eliminate outdated hardware, which helps reduce waste and recover costs.

Presence Suite has a proven success record within numerous healthcare contact centers for improving patient care quality with speed and empathy, in an efficient and cost effective manner.

### Calls per agents\*



\*Arriva Medical. Improvement with Presence Suite



Presence Suite is an  
**Enghouse Interactive** solution

For more information visit  
[www.enghouseinteractive.es](http://www.enghouseinteractive.es)

