



Healthcare Solutions Appointment Reminder for Healthcare.

HIGHLIGHTS

Streamline interaction between live agents and self-service

Relieve agents of mundane tasks without adding staff

Provide customer service 24x7

Organize information and transactions for shorter wait times, at decreased cost

Use new interfaces to eliminate screen scrape changes

Add Natural Language Speech Recognition to make the Payments task customer friendly

Optimize service efficiency with information on how callers use self-service and where agents are requested

Provide near real time feedback on how the callers perceive the service they are receiving



Within any facility their most important resource is their people. This is even more true in the healthcare industry. To utilize these resources to their fullest the healthcare facility must insure that there are patients at the facility and they there at their prescribed times.

After much research it has been found that healthcare facilities lose 100s of thousands of dollars per month due to missed appointments. These missed appointment may be due to several issues. The patient forgot, had a conflict, or just decided not to go.

To facilitate this lost revenue Accuvoice has developed the Appointment Reminder solution. This will also enhanced the patient satisfaction, as they will be reminded of appoints scheduled far in the future, and will either not miss needed appointments, or rescheduled these appointments, thereby enhancing their health by keeping needed appointments.

SOLUTION

The total solution being provided by NACR, includes Communication Manager R4.0 S8720 System, Call Center Elite R4.0, Contact Center Express R2.1, Call Management System R14, ProActive Contact R3.0, Interactive Response R2.0 and Impact 360 WorkForce Optimization Installation/Provisioning/Professional Services, as well as Accuvoice's self-service applications.

Accuvoice is converting a number of the existing touchtone, English and Spanish self-service applications using IR Designer. These will run on an Avaya IR. They include a duplicate bill application, transfer services, connect/ disconnect service and a faxback capability.

New applications being added include:

- Payment by Check
- Payment by Credit Card
- Multilingual, Post Call Survey in English and Spanish

The Survey will ask callers about their satisfaction with services and will include a standard post-call Survey Report.

RESULTS

This large implementation project is being managed by NACR, in conjunction with CoH PWE staff and is proceeding on schedule. The Customer is eagerly looking forward to the many benefits expected from this project. These include:

- fewer caller complaints about delays related to the older architecture
- simpler, shorter menus, more conversational dialogue

