



ENHANCING PATIENT EXPERIENCE: Healthcare Checklist

The cloud communications platform provides an end-to-end patient care solution that focuses on:

- Patient experience, outreach & engagement
- Complying with security & compliance requirements
- Care team coordination
- EMR/EHR integrations
- Providing collaboration tools



We have the expertise, experience, and platform to transform your healthcare focus from surviving to thriving!

ONE Communications Platform - **ONE** Low Monthly Rate

PHONE | VIDEO | CHAT | CONTACT CENTER | FILES | EMAIL

Common Issues Facing Health Care Workers



Patient follow up,
broken appointments,
proactive outreach



Patient satisfaction
and experience



Slow communication
and time lost between
staff and patients



Security and
compliance regimes
are extremely strict

Our Solutions Can Help Solve These Issues

	YOUR NEEDS	OUR SOLUTIONS
SECURITY & RELIABILITY	<input type="checkbox"/> Protect patient information and privacy regulatory information <input type="checkbox"/> Meet compliance regulations <input type="checkbox"/> Need a secure and reliable cloud communications platform for staff & patient communications	<input checked="" type="checkbox"/> Contact Center offers HIPAA and PIPEDA compliance, HITRUST certification, communication and recording encryption, roles-based authentication and more <input checked="" type="checkbox"/> Your data is private and protected in our secure cloud <input checked="" type="checkbox"/> Admin tools to streamline IT management and security
EFFICIENCY	<input type="checkbox"/> Reduce no-shows, effectively deliver reminders <input type="checkbox"/> Broken appointments cause missed or delayed diagnoses and lost provider revenue <input type="checkbox"/> Ongoing patient engagement requires proactive outreach	<input checked="" type="checkbox"/> Deliver timely (and, if needed, repeated) reminders of appointments, refills, paperwork requirements, check-ups and more, with Dynamic Notifications <input checked="" type="checkbox"/> Integrated chat, SMS, video conferencing, screen sharing, file sharing and file backup, extends reach and facilitates increased collaboration and efficiency within the workplace
TIME-SAVING	<input type="checkbox"/> Patient interactions must be efficient and frustration-free <input type="checkbox"/> Patients expect communication via multiple channels <input type="checkbox"/> Communication between healthcare teams should be easy, efficient, and quick <input type="checkbox"/> Integrations are critical	<input checked="" type="checkbox"/> Intelligent routing and self-service IVRs minimize transfers and eliminate dead-ends by helping automate common requests; accept patient inquiries via SMS, chat, and email, in addition to phone calls <input checked="" type="checkbox"/> Virtually anywhere, anytime, and on any device - creates a more flexible workforce Integrated chat, SMS, video conferencing, screen sharing, file sharing and file backup <input checked="" type="checkbox"/> Extends reach and facilitates increased collaboration <input checked="" type="checkbox"/> The solution can integrate with almost any EMR/EHR as well as other business applications such as Google, Microsoft, Salesforce and more
PATIENT EXPERIENCE	<input type="checkbox"/> High patient satisfaction scores <input type="checkbox"/> Improve accessibility and new patient onboarding <input type="checkbox"/> Resolve issues faster <input type="checkbox"/> Build stronger patient and staff relationships	<input checked="" type="checkbox"/> Dynamic Notifications can also be used to send clinic news and updates, health & diet information, and other communications to maintain top-of-mind <input checked="" type="checkbox"/> Our Mobile App allows healthcare professionals to never miss important patient calls and the option to easily collaborate from anywhere at anytime

Questions? Contact Us Today