Reduce Costs and Improve Healthcare Efficiencies with Unified Communications

Pressure is always being applied to healthcare organisations to work within increasingly shrinking budgets. The responsibility of meeting those budgets means that every opportunity must be taken to streamline operations.

ProcessFlows is committed to helping the Healthcare Sector meet current and future IT requirements with UC applications that easily fit into existing IT and telephony environments. Our solutions free organisations from the constraints of a closed, single vendor lock-in approach and open up a way to succeed with business communications objectives without having to reinvest.

Intelligent UC applications are already transforming the way that our Healthcare Sector customers are doing business and playing a key part to cost saving objectives.

We can encourage the use of new technology, for example video, for patient to doctor relationships and allow the organisation to know they can record anything through Skype for Business including IM and Chat conversations. This will support improved interaction and diagnosis of patients and ensure regulation and compliance is met.

ProcessFlows®
Improving Business by Transforming Process

CX-E	SMS	RECITE
Virtual Operator Automate the telephony system that connects callers to recipients and alleviate the need for a live operator. The recognition rate is very good and the system recognises local accents and dialogues, helping callers get through to who they need quickly and efficiently. If the virtual operator is unable to process the call, callers have the choice to be re-routed to another contact or leave a message. This keeps costs down and improves the service.	**Campaign Manager for Health Campaigns** The NHS is driving its 'Innovation and Improvement' plan with SMS solutions. Healthcare associations can attach healthcare information to patients, for example flu vaccine reminders, mammograms and other health campaigns.	**Meeting Regulatory Compliance** Call recording reduces risk associated with regulatory compliance and information security, for instance: ■ Encrypt recordings of patient interactions to meet security standards ■ Mask sensitive information to comply with HIPAA, PCI and other regulations
Message Escalation In certain circumstances, it is imperative that staff are aware of messages left for them. When calls are unanswered by healthcare staff, callers can request to leave a message for them (some of these can be sensitive relationships with 'at risk' or vulnerable patients). To ensure these messages are responded to in a timely fashion the system can prompt healthcare workers to check these messages at regular intervals. Should the 'SLA' pass, the system can escalate this message to a line manager or care team to ensure contact is made with the caller.	**Medication Reminders** Text messages to remind us to keep taking tablets. How many of us fail to complete a course of antibiotics because we feel better? Apparently 50% of us fail to take our medicines adequately. Packs of untaken prescribed drugs are lurking in bathroom cabinets all over the county. This represents a huge cost to the NHS and often a second appointment with our GP because the ailment returns due to failure of course completion.	**Maintaining the Healthcare Association's Reputation** Protect your reputation with training based on material provided from call recordings. ■ Ensure staff training on policies and procedures ■ Monitor live agent interactions ■ Easily evaluate agents and provide situational training
NotifyXpress for Outbound Patient Reminders A healthcare organisation can automate their patient reminders using NotifyXpress. Calls are customised to the individual patient. Patients have the option to verify their appointments or transfer the call to a live recipient. NotifyXpress provides reports with detailed logging of call attempts, retries and results.	**Stay in Contact with Staff** SMS messages are the quickest way to keep in contact with non-office based staff, such as: GPs, nurses and midwives; porters and ambulance crew; bank staff and so on. They can all be contacted discreetly, without the need to leave a message or wait for a call-back.	**Gain Advanced Technology** ■ Access valuable data live at a glance ■ Seamless integration with third-party applications ■ One of the only solutions compatible with Skype for Business ■ Compatible with virtually every PBX and UC platform
Home Healthcare Provider Attendance Reporting and Schedule Review CX-E interacts with a back-end employee management database to allow in-home healthcare providers to record their appointment attendance and review their upcoming work schedule using a touch-tone telephone. Callers provide an ID number and PIN and can choose to start an in-home visit, end an in-home visit, or listen to their appointment schedule for the next two days. Calling party ANI verifies that the caller is at the correct patient location. Attendance data, including appointment duration, is submitted to the back-end database for processing.	**Appointment Reminders and Notifications** Missed appointments are a huge problem in the health sector. An official report by MORI puts the figure at a conservative five million missed appointments per year. These 'Did Not Attends' (DNAs) are not only expensive, but also cause inefficiency and lead to poor service. By integrating text messaging with the existing PAS System, every organisation, from the local surgery to the county hospital, could save thousands of pounds a day. Text reminders reduce DNA's by 25%.	**Enhance Your Patient Relationships** Take customer service to the next level by utilising recordings. ■ Train staff to deliver exceptional telephone customer service ■ Use customised scorecards for insightful evaluations ■ Reveal and resolve skill gaps in performance ■ Monitor live interactions
Patient Health Order Status Enter an order number or billing number from a touch-tone telephone and receive order status information. Callers are presented with the status of the order, including in-process, cancelled, or shipped, as well as the actual or expected shipping date. Database interaction is facilitated by stored procedures residing in a Microsoft SQL Server database.	**Patient Services** Examples include: ■ Automated text message information systems ■ Patient Transport booking/confirmation ■ Messages to friends and relations of hospitalised patients ■ Prescription ready for collection notifications	**Ensure Liability Protection with Interaction Recordings** Keep an audit trail of interactions to protect your organisation. Record phone consultations; paramedic to ER communications; and calls between or outbound from all of your departments.
Health Insurance Plan Eligibility, Authorisation and Claim Status Providers and members can access member eligibility, authorisation status, and claim status information all with a touch-tone telephone. Data required by the application is retrieved from a Microsoft SQL server database.	**Logistical Warnings** Warn your patients of building closures, road diversions, electrical outages, and even outbreaks no matter how short notice it is. Save patients and staff a wasted trip and unnecessary difficulties.	
TeamQ – The Informal Contact Centre For busy teams fielding calls, solving problems, juggling multiple service requests. They could be IT help desks, technical support groups or customer services. TeamQ delivers high ROI by giving teams access to vital call centre features – at a fraction of the price of other call centre solutions. Features include: Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, Reporting and more.	**Event Announcements** ■ Alert those registered at your healthcare facility of blood drives, push forward donor initiatives and promote prenatal classes ■ Remind patients of the open hours of walk-in clinics	
First Call Resolution (Mobile and Agile workers) Efficiencies can be achieved by enabling remote workers to deal with calls in between other important daily tasks rather than duplicating the amount of staff. The solution can take information about the 'state' or 'mode' of an employee and decide best how to route calls. We can use the location, calendar and IM and Presence information from other key IT systems to enable seamless routing to remote or nomadic staff.	**Advertise Vacancies** If you have a space open for a locum/temporary worker, access your existing contact-base of past workers to make them aware of shifts or short contracts that they may be interested in.	
Location Services Callers can identify their nearest healthcare facility based on the post code or telephone area code they specify. Separate categories are provided for Healthcare lookup types. Callers are presented with up to three location listings, within a twenty-mile radius of the Post code or telephone number entered.	**Send Tailored Messages** Segment your contacts into relevant demographics so that you can easily relay health messages, for instance age ranges that are relevant to vaccines, pap smears or prostate exams.	