Real-time support for patient portals

Improve patient engagement, satisfaction, and care with 95% first-call resolution for user issues.

Studies show that patients experience better health outcomes when they actively engage in their healthcare. The patient portal is an important means of connecting with patients and inspiring advocacy of their own health. A good first impression and subsequent positive interactions promote continued use.

Nuance Service Desk for Patient Portals provides bilingual remote support 24x7x365 with no waiting. Our agents are HDI-certified with over three years of support experience. A deep understanding of the organization's processes, procedures, and patient portal settings readies our agents to resolve 95% of calls. We help users with basic problems like accessing accounts to more advanced issues like viewing test results, messages, and prescription status to telehealth, e-visit, and device integration support.

To maximize the value of the patient portal, we analyze usage patterns and recommend enhancements to ease usability, drive user self-sufficiency, and grow patient engagement. We also offer advice on activation campaigns, messaging and educational materials to promote patient portal use.

Driven by SLAs and KPI analytics

First-call resolution rate for all issues	Call acknowledgment rate	Call abandonment rate	Email/ messaging acknowledgment
	less than	less than	less than
95%	**60 secs**	**5%**	**2 hours**

To learn more about Nuance Service Desk for Patient Portals, please call 1-877-805-5902 or visit nuance.com/go/EHRservices.

Key benefits

– Maximizes patient convenience with real-time, bilingual (English and Spanish) assistance through phone or online communication channels 24x7x365— even outside traditional business hours.

– Promotes organizations as a responsive care provider.

– Empowers patients to access and navigate secure medical records on demand for effective care advocacy.

– Improves patient satisfaction, engagement, and outcomes

– Grows the value of the patient portal.

– Allows clinicians to focus on patient care and frees IT teams to focus on high priority clinical initiatives.

– Supports continual usability improvements through actionable insights from support ticket analytics.

About Nuance Communications, Inc.
Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn, and Facebook.

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