



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 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.

“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 progressive dialing, agents only speak to real people answering the phone, and the contacts per hour increased significantly. Furthermore, with Presence we use fewer resources for more conversions: if we average 100 calls per agent and get a 30% connection rate, that would be 30 calls per agent per day. With the dialer making 300 calls per agent, we have tripled the contact rate.”

Miguel Martinez,  
Arriva Medical

80%



## 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 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. **Presence Intelligent Routing** determines where to route a call, directing 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. 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 for Healthcare** allows providers to maintain patient support throughout the care cycle, while **reducing agent and operational cost**.

## 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 for Healthcare** is the solution for healthcare contact centers who want to **retain patient care quality** while **improving efficiencies to lower costs**.



Presence for  
**Healthcare**

## Advantages:

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



Presence Hosted Contact Center

Presence OpenGate

Presence Voice Outbound

Presence Scripting

Presence Voice Inbound

Presence Intelligent Routing

Presence IVR

Presence RoboDialer

Presence Reporting

Presence Back Office

Presence Messaging

Presence Internet

Presence Social Media

Presence Recording

Presence Agent

Presence Supervisor

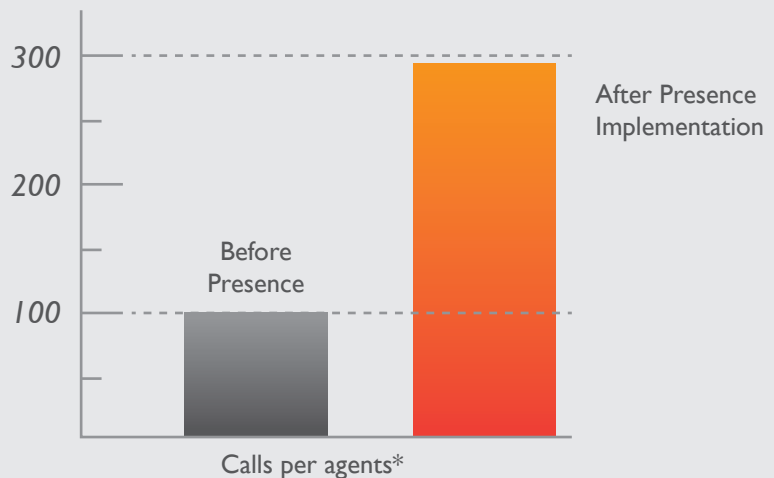
Presence Administrator

## Scalable Technology

Presence Technology 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 Technology 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 Technology 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.



\*Arriva Medical. Improvement with Presence technology



**Been there, done that, ask us how!**

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