NUANCE

Deliver better experiences with intelligent patient engagement

Omni-channel conversational AI platform powers the modern Digital Front Door.

Nuance patient engagement solutions combine decades of healthcare expertise with award-winning intelligent engagement technology trusted by 1,500 leading brands. A single platform based on proven AI brings world-class consumer engagement to healthcare. Organizations can advance the quality of service they deliver and solve pressing issues in patient engagement. Patients receive the information they need—on their terms—and healthcare organizations can:

— **Contain staffing costs.** Protect valuable live agent time with call deflection and automated patient communication. Interactive Voice Response (IVR) and virtual assistant capabilities provide support through a natural conversational dialog.

— **Protect ROI and revenue.** Limit revenue loss and advance patient retention when convenient communication and self-service capabilities boost satisfaction and promote patient appointment and care adherence.

— **Deliver intelligent engagement.** Build analogous experiences—no matter how patients get in touch—on a single integrated platform that powers informed interactions and conversational dialog.

— **Track performance.** Refine program performance by monitoring, assessing, and reacting to real-time analytics and service metrics.

Nuance Patient Engagement Solutions

With Nuance Mix tooling platform, organizations can harness the power of best-in-class conversational AI services and APIs to deliver a natural, conversational patient engagement experience over voice and digital channels. An ever-expanding portfolio of existing solutions bring efficiencies and promote wellbeing across the patient journey. Organizations can also tap into the core technology—Interactive Voice Response (IVR) and Natural Language Understanding (NLU), Text to Speech (TTS), and Speech to Text (STT)—and create custom applications on their own or with help from Nuance.

A single AI-powered platform for every patient engagement

— **Proven omni-channel engagement technology** trusted by 85% of Fortune 100 companies best known for a great consumer experience.

— **The same conversational AI** that powers virtual assistant capabilities within leading EHRs enable natural interactions for patients.

— **Integration to core systems** including your EHR, CRM, revenue cycle, patient access center, and telephony systems.

— **Patient support services** that boast a 100% client renewal rate.

— **First-rate outcomes** in call resolution, automation, and agent handle time improve the patient experience and strengthen finances.

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Interactive Voice Response (IVR) in the patient access center

Greet patients with "How can I help you today?" and let them use natural language on voice and digital channels to state their need rather than presenting patients with a laundry list of options. Patients are accurately routed to live agents, to helpful self-service options for quick task completion, or per existing protocols. Unparalleled Nuance IVR technology accepts the patient reply, understands intent, and resolves the request. Shorter call times and wait times please patients while self-service options achieve call containment for reduced staff workload.

Nuance Appointment Management

On average, 13% of patients are appointment no-shows. Patients who come to their appointments without the necessary preparations—fasting, completed lab tests, etc.—further impact patient care and organization revenue. Automate outreach over voice and SMS and offer the convenience of real-time rescheduling capabilities on the channel of contact. Helpful reminders, notifications and special messages improve appointment adherence, impact revenue, and boost satisfaction.

SMS Gateway enables native messaging from any application to send SMS notifications with patient status updates, MyChart quick reminders, 2-factor authentication, and more.

Nuance Patient Support

Nuance Patient Support offers interactive bilingual 24x7x365 assistance powered by industry-leading natural language understanding. IVR and virtual assistant capabilities help patients self-serve account activation and password resets over voice or chat, with the option to transfer to a live agent. Outbound support for telehealth appointments allows patients to confirm readiness. Patients needing assistance with telehealth appointments receive instructions and help with configuring, testing and troubleshooting applications and equipment, with the option to transfer to a live agent. Organizations share useful information that leads to greater patient portal and telehealth success.

LEARN MORE

To learn more about Nuance Patient Engagement Solutions, please call 1-877-805-5902 or visit nuance.com/patientengagement.

$150B

attributed to missed healthcare appointments in the U.S. every year

UP TO 50%

of support tickets involve password resets, account unlocks, account activations, pre-visit preparation, or post-visit follow up

84%

of patients under 40 look for providers who use advanced patient engagement technology