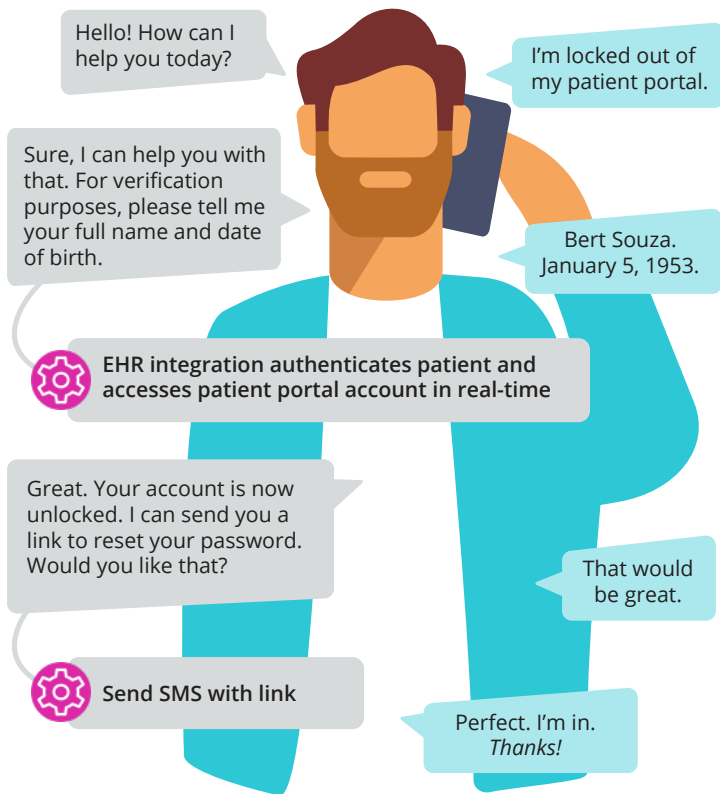


Exceptional service for common issues

Intelligent engagement solutions make it possible to automate more and more interactions and meet patient demands.

With NLU-powered Nuance IVA (Intelligent Virtual Agent) on phone lines, calls are answered immediately. Patients state their reason for calling and interact conversationally to self-serve tasks.

- Lower staffing needs or support call costs
- Frictionless patient portal use
- 24x7x365 convenience
- Speedier service with or without live agents



“The Patient Support implementation project was one of the best we’ve had. It was up and running before we knew it! We are consistently seeing call containment levels at 40% or higher, monthly.”

— Alexia Gillen, DO, Ambulatory Medical Information Officer and Family Medicine Physician, Monument Health

60% of patient portal support calls concern account access*

Average results of Nuance Patient Engagement Solutions Voice IVA Patient Support customers

40% Containment rate*—calls that do not involve live agents

Reduce outsourced support costs by 40%**

Without IVA
900,000 calls @ \$12.50 each: **\$11.25M**

With IVA and 40% call containment
540,000 calls @ \$12.50 each: **\$6.75M**



\$4.5M
cost savings

Free 40% of in-house personnel to handle other tasks**

Without IVA
900,000 calls @ 8,400 calls per agent: 107 agents required

With IVA and 40% call containment
540,000 calls @ 8,400 calls per agent: 65 agents required



42
fewer agents

* Based on Nuance customer data

** Assumptions: Facility specs: 200 beds, 200 providers, 900,000 annual call volume. Outsourced support cost per call: \$12.50. Agent call capacity: 5 calls/hour → 8,400 calls/year @40 hours/week.