NUANCE

Enhance the power of your EHR

with Nuance Patient Engagement Solutions
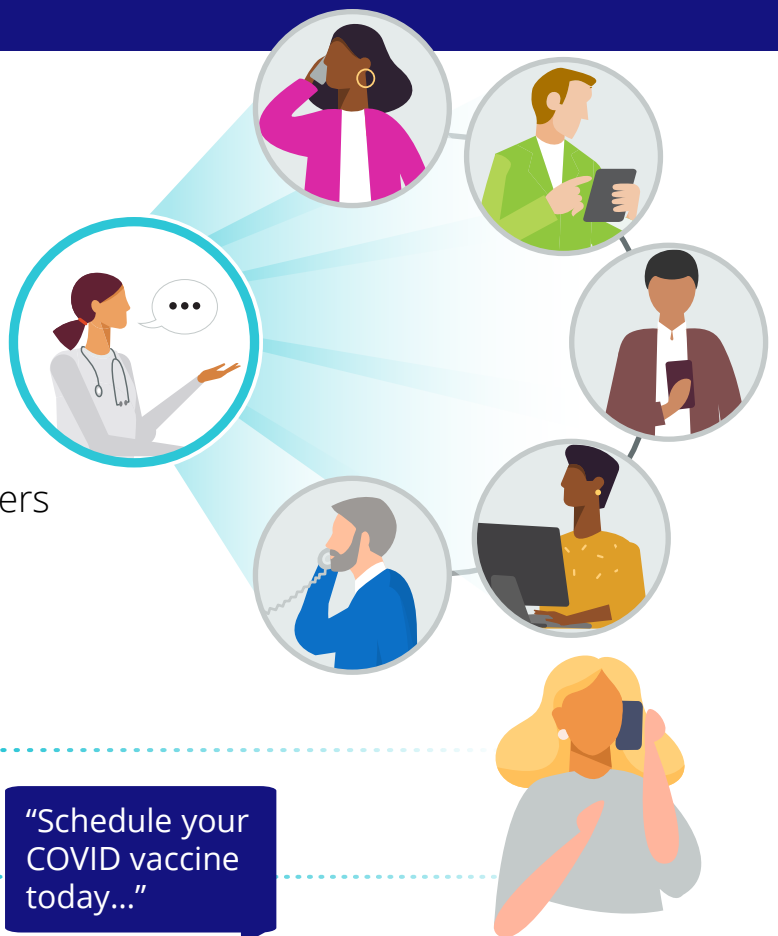
Complement the EHR and automate intelligent conversational AI patient experiences.

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1 Increased patient reach

- **Expand lines of communication** to voice, email, SMS, online chat

- Include patients **without patient portal accounts**

- **Automate delivery of custom, branded, ad hoc messages** outside of EHR-triggered events
  - Preventative and follow-up care reminders
  - Weather or construction alerts
  - Wellness program announcements

"Don't forget to book your yearly mammogram..."

"Office closure tomorrow due to severe weather alert..."

"Schedule your COVID vaccine today..."

40%	**13**%	**95**%	**23**%
Older populations cite **concerns communicating about their health by computer**[1]	Americans offered a portal **do not have a way to access it**[2]	Consumers use **more than one channel to connect with a brand**[3]	U.S. households **lack home internet**[4]

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2 AI-powered omni-channel experience

AI learning loop

- Enable **personalized, asynchronous interactions** and seamless transfers between channels

- Deliver conversational experiences with unified **Natural Language Understanding (NLU)** that powers virtual assistants on telephony and online chat

- **Complement web and phone interactions** by texting links or information that quicken issue resolution

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3 Insightful analytics and tracking

Map patient journeys across voice and digital channels to identify trends and areas for improvement

Integrate with CRMs and record all interactions—with existing and new patients—to **build detailed user profiles for targeted campaigns**

Gain visibility into **aggregated communication data**

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4 Sophisticated appointment management

45%

No-shows missed their appointment because **they forgot or weren't notified about it**[5]

Voice and SMS appointment reminders with ability to confirm, cancel, or reschedule

Real-time, interactive rescheduling over channel of outreach

[1] University of Michigan National Poll on Healthy Aging
[2] HealthIT.gov ONC Data Brief
[3] Forrester, September 19, 2017
[4] US Census Bureau's American Community Survey
[5] U.S. National Library of Medicine

Learn more at **nuance.com/patientengagement**