

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.

Driven by SLAs and KPI analytics

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

LEARN MORE

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

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](https://www.nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.

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