



CASE STUDY

A Large Health System Cuts Call Times & Collects More Payments with SpinSci



Case Study



ABOUT THE ORGANIZATION

The customer is a large rural health system in the United States, with thousands of employees serving millions of patients across multiple states. The organization is dedicated to transforming the health care experience and providing access to world-class healthcare.

THE CHALLENGE

Spotlight on critical workflows

Having undergone several mergers and acquisitions, the health system implemented Cisco's call center platform to deliver a single, enterprise-wide telephony approach.

To better support its patients and call center employees, the organization also sought a solution that could natively integrate with Cisco to optimize some of their critical patient workflows, especially patient financial services.

“*Automating the patient verification process has saved us 40-50 seconds on average per interaction. The value add there is a huge time savings across our volume of calls.*”



Director of Patient Accounts,
Large Healthcare System

THE SOLUTION

The organization selected a suite of solutions from SpinSci, including Patient Assist, Patient Comply, Patient Engage, and Patient Notify.



PATIENT ASSIST

The health system's contact center agents face a high volume of calls every day, with one of the most time-consuming aspects being the patient identification and verification process. SpinSci's Patient Assist streamlines that process through seamless integration with Cisco and the health system's EHR platform, Epic, automatically populating the agent's screen with the patient's name and other relevant information like date of birth, SSN, and zip code. This eliminates human data-entry error and limits the information that agents have to capture manually before beginning payment collection or answering billing questions.

PATIENT COMPLY

The health system's contact center agents need the ability to collect patient payments over the phone, requiring access to sensitive credit card information. SpinSci's Patient Comply enables agents to securely pause and resume audio and video recordings during payment collection. This enables the organization to remain PCI compliant, preserve patient trust, and collect critical revenue.

PATIENT ENGAGE

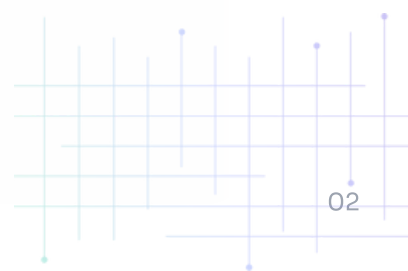
SpinSci's Patient Engage also helps patients proactively make payments when a live agent is not available through its self-service Interactive Voice Response (IVR) capabilities. When a call comes in, the IVR securely collects the payment and reflects it in Epic.

"One of our goals is to increase revenue for the healthcare system and we leverage various methods to do this effectively," said the Director of Patient Accounts. "Patient Engage helps us collect as many payments as possible – even after-hours."

PATIENT NOTIFY

The team was looking to connect with a large volume of patients in a timely manner to facilitate payment processing. With Patient Notify, the organization can now efficiently manage and execute proactive outbound notification campaigns. Patients and campaigns are parsed by the type of call required, Patient Notify automatically dials patients, and once a call is answered, patients are routed to a live agent to facilitate a payment. This leads to tremendous efficiency gains and time savings by eliminating manual dialing and instead allowing agents to focus on taking more live calls and payments.

"We're now able to drive more effective outbound efforts, reach more patients, and when necessary, leave dedicated recorded messages to support the various campaigns. Even in our busiest time of year, we're able to make all the calls we need," said the Director.





Get started now

Find out why the world's leading health systems trust SpinSci.

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