



CASE STUDY

# How a Large Health System Enabled 140 Agents to Resolve More Patient Needs in a Single Call



# Case Study



A large integrated health system in Florida deployed SpinSci Patient Assist across 140 contact center agents, connecting directly to Epic so every agent begins every call with a complete patient view, not a blank screen.

## ABOUT THE ORGANIZATION

This organization is a large integrated health system in Florida providing inpatient, outpatient, and emergency care to a high volume of patients annually. With 140 contact center agents, the health system sought to close the gap between its contact center platform and its Epic EHR, so agents could deliver faster, more informed service without toggling between disconnected systems.

## THE CHALLENGE

# Accessing Patient Records Manually

Agents were fielding complex inbound calls covering appointments, referrals, billing, and medications without any automated access to patient records at call start. Finding and verifying patient information required manual work in Epic.

The absence of a unified view meant agents were navigating multiple tabs to build context that should have been in front of them before the first word was exchanged.

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*“Our agents were working hard but working blind. By the time they found the patient and pulled up their record, the call was already behind. Patient Assist changed the equation entirely. Everything they need is there before they say hello.”*



**Contact Center Director,**  
Integrated Health System



# Smarter Workflows with Patient Assist

SpinSci Patient Assist was deployed within the health system’s contact center, integrating directly with Epic to surface a comprehensive patient workspace the moment a call connects.

- Intelligent patient identification at call arrival to complete verification before the conversation begins
- A 360-degree patient dashboard pulling live Epic data, including demographics, appointments, referrals, billing, medical history, medications, pharmacy, insurance, and geo-location in a single workspace
- Screen pop into Epic, directing agents to the relevant patient record or appointment desk without manual navigation, eliminating redundant lookup steps
- Billing visibility with insurance and payment context, showing outstanding balances across service areas with patient and insurance liability for resolution without transfers

## OUTCOMES

- **Reduced handle times** across 140 agents, with patient verification and record retrieval automated at call start
- **Higher first-call resolution** across appointments, referrals, billing, prescriptions, and medical history through a unified view
- More informed, **consistent patient experience**, with agents having full patient context before the conversation begins
- **Reduced cognitive load** and system switching, replacing fragmented workflows with a single integrated workspace



### REDUCTION

Reduced Average Handle Time (AHT)



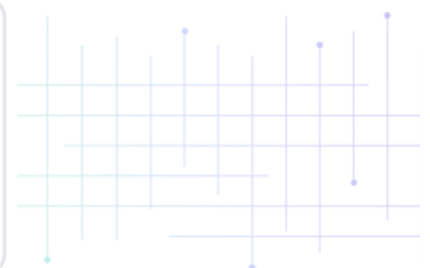
### RESOLUTION

Higher First Caller Resolution



### SATISFACTION

Consistent Patient Experience





# Get started now

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

[Book a demo](#)