



CASE STUDY

Smarter Workflows for
Agents. Faster Coordination
for Operators. Better
Experiences for Patients.



Case Study



A large regional health system deployed SpinSci Patient Assist and Operator Console to solve two distinct but equally critical problems: giving contact center agents the patient context they need to work efficiently, and giving hospital operators the tools to route calls, reach staff, and dispatch codes without friction.

ABOUT THE ORGANIZATION

This organization is a large regional health system serving patients across inpatient, outpatient, and emergency settings at facilities throughout its market. With a contact center team numbering in the hundreds and a hospital operator function responsible for routing calls, dispatching clinical codes, and connecting staff around the clock, the system manages communications at an enterprise scale.

THE CHALLENGE

Lack of a Unified Agent View

Contact center agents handling inbound patient calls had to navigate the EHR separately to pull up records, slowing every interaction and making it harder to deliver consistent, informed support.

Hospital operators were working without a unified console, relying on disconnected directories, manual lookups, and institutional knowledge that was difficult to standardize or scale.

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“We needed our contact center and our operators working from the same kind of connected, informed platform. SpinSci gave us that on both sides. Agents have the patient context they need, and operators have everything required to route a call, reach a provider, or dispatch a code — all from one place. At our scale, that kind of consistency matters.”



**IT Leadership,
Large Regional Health System**

THE SOLUTION



Powering Workflows with Patient Assist & Operator Console

SpinSci deployed Patient Assist and Operator Console together, integrating both with the health system's EHR, contact center platform, paging system, and on-call scheduling tools to create a unified communication environment.

- Patient Assist deployed across 1,400+ agents, with five specific workflows tailored by call type to surface relevant EHR patient context
- Call transcription summaries automatically written back to the EHR as telephony encounters, eliminating manual documentation
- Operator Console providing a unified workspace for inpatient search (live EHR), staff directory, on-call schedules, and call transfer/paging
- One-click code dispatch integrated with the alerting platform, enabling standardized activation of emergency and clinical codes
- Embedded decision trees in the operator console replicating operator workflows to ensure consistent call handling across staff

OUTCOMES

Connecting patient access and hospital operations through a single integrated platform improved efficiency across both functions while reducing the risks of managing them separately.

- Agents work from a complete, **real-time patient view** at call start, with tailored workflows by call type
- **Call interactions are automatically documented** in the EHR, eliminating post-call manual work
- Operators manage patient search, staff communication, on-call schedules, and code dispatch from a single console, **replacing multi-system workflows**
- **Standardized decision trees** ensure consistent handling of complex scenarios and reduce reliance on individual knowledge



REDUCTION

Reduced manual documentation



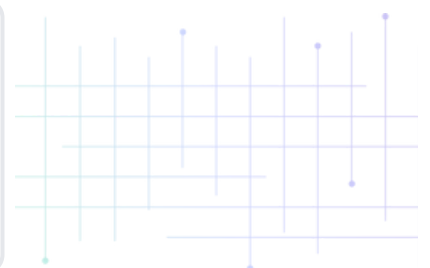
RESOLUTION

Faster call handling



SATISFACTION

Consistent interactions





Get started now

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

[Book a demo](#)