

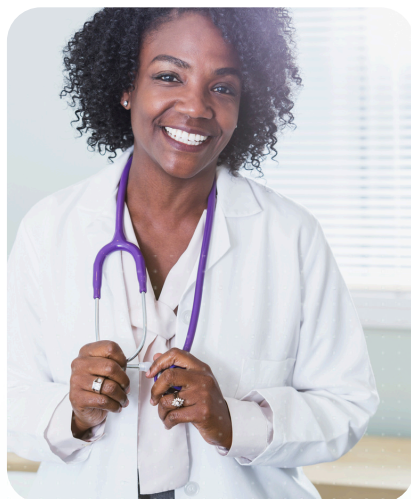


CASE STUDY

# One Unified Platform Connecting Self-Service & Outbound Engagement



# Case Study



A large US health system deployed SpinSci Patient Engage, Patient Assist, and Patient Notify to automate patient interactions across voice, chat, and the contact center - connecting self-service, agent workflows, and outbound engagement into a single platform integrated with their EHR.

## ABOUT THE ORGANIZATION

This organization is a large, multi-hospital health system in the US providing inpatient, outpatient, and emergency care across a broad and geographically distributed patient population. With one of the highest contact center volumes in their region and a strategic commitment to digital-first patient engagement, the organization set out to automate workflows for patients, providers, and agents extending access beyond business hours and reducing the manual effort that had kept routine interactions dependent on live staff.

## THE CHALLENGE

# Handling High Call Volumes

With high inbound call volumes and limited self-service capability, patients were reaching live agents for tasks that could be automated—scheduling, billing inquiries, pharmacy status checks, and routine follow-up. Agents spent the opening moments of every call locating patient records manually before meaningful conversation could begin.

Outbound engagement for referrals and appointments was inconsistent. The organization needed a platform to automate patient interactions at scale while giving agents the context to act immediately on calls requiring a human.

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*“Our goal was to give patients the kind of on-demand access they expect from every other part of their lives. SpinSci gave us the platform to do that, across channels, at scale, without disrupting what was already working.”*



**VP of Patient Access,  
Large US Health System**



# The Power of Patient Engage, Patient Assist & Patient Notify

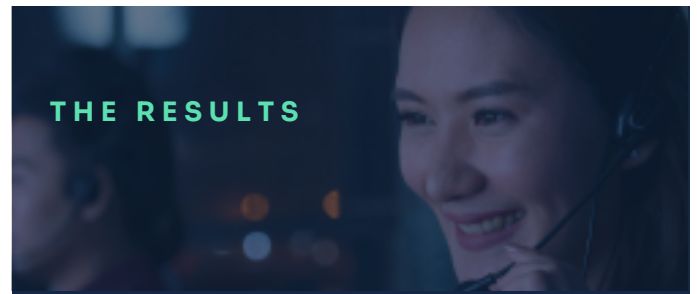
SpinSci deployed its platform across the contact center, bringing together Patient Engage (AI-powered self-service), Patient Assist (EHR-integrated agent workflows), and Patient Notify (automated outreach), all connected to the organization’s EHR.

- Patient Engage AI-powered IVA and chatbot handling appointment scheduling, billing, and pharmacy - available in both English and Spanish
- Patient Assist deployed across more than 400 contact center agents, surfacing patient summary, appointments, referrals, and triage tabs at call arrival via automatic screen pop
- Patient Notify automated outbound voice and email campaigns for appointment reminders, referral reminders, order reminders, and ad hoc patient outreach, triggered directly by EHR events without requiring manual scheduling or agent intervention
- Deep EHR integration across all three products, supporting real-time data exchange for both inbound self-service interactions and outbound patient engagement across the full contact center operation

## OUTCOMES

For a health system operating at this scale, automating routine requests while giving agents instant context on complex calls transforms both efficiency and patient experience.

- **Reduced live agent volume**, with scheduling, billing, and pharmacy interactions handled automatically by Patient Engage
- **Faster, more informed calls**, with patient context available at call arrival instead of manual EHR lookup
- **Consistent outbound engagement** for referrals and follow-ups, helping **reduce no-shows** and close care gaps
- **Bilingual self-service** extending access beyond business hours, enabling patients to manage needs in English or Spanish without waiting



## THE RESULTS



### REDUCTION

Reduced live agent volumes and no-shows



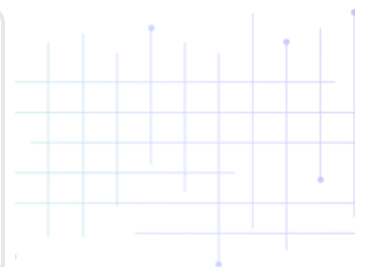
### RESOLUTION

Informed and faster calls



### SATISFACTION

Consistent outbound engagement





# Get started now

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

[Book a demo](#)