



CASE STUDY

Automating Patient Access Workflows to Improve Scheduling and Reduce Call Burden



Case Study



A leading health system modernized its patient access operations by deploying SpinSci Patient Engage and Patient Assist, enabling self-service scheduling and insurance workflows while equipping contact center agents with real-time patient context to handle more complex interactions efficiently.

ABOUT THE ORGANIZATION

This organization is a multi-site health system, delivering inpatient, outpatient, and emergency care. Its contact center manages a high volume of patient interactions across scheduling, insurance, and general inquiries, playing a critical role in access to care. Operating within an enterprise EHR and centralized contact center environment, the organization handles patient communications at scale, where efficiency and timely access to information are essential.

THE CHALLENGE

Manual Workflows Slowing Patient Access

The organization handled a high volume of routine scheduling and insurance calls that required live agent support due to limited self-service. At the same time, agents lacked a unified patient view, relying on manual EHR navigation, which increased handle times and led to inefficiencies and inconsistent experiences.

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“Reducing the burden on the contact center while maintaining a seamless patient experience was a key priority. With automated workflows and improved access to patient information, both efficiency and the consistency of interactions have significantly improved.”



**Contact Center Operations Leader,
Regional Health System**



THE SOLUTION

Delivering Self Service and Real Time Patient Context

The regional health system deployed Patient Engage and Patient Assist, integrating with its Epic EHR and Cisco contact center. Patient Engage enabled IVR self-service for scheduling and insurance, while Patient Assist gave agents real-time patient context to improve efficiency and continuity.

- Voice IVR self-service enabling patients to view, confirm, cancel, and manage appointments, with seamless transfer to agents when needed
- Bilingual support across English and Spanish to improve accessibility and patient engagement
- Insurance workflows allowing patients to review and confirm coverage and guarantor details without agent involvement
- Intelligent patient identification and context transfer, ensuring accurate routing and continuity when escalating to live agents
- Patient Assist dashboard with real-time EHR context and screen pop, enabling agents to handle interactions more efficiently without manual navigation

OUTCOMES

Automating routine patient access workflows and providing agents with real-time context improved self-service adoption and contact center efficiency. Automating scheduling and insurance tasks reduced reliance on live agents and enabled faster resolution.

- Patients can complete scheduling and insurance-related tasks through self-service, **reducing call volume for routine requests**
- Contact center agents handle more complex interactions with better context, improving efficiency and **reducing time spent navigating systems**
- Real-time updates to the EHR ensure accurate and **consistent patient data** across all interactions
- Seamless transitions between self-service and live agents improve continuity and overall patient experience
- A more **scalable patient access model** that supports growing demand without proportionally increasing staffing needs.



THE RESULTS

PERFORMANCE



Reduced Call Volume for Routine Requests

RESOLUTION

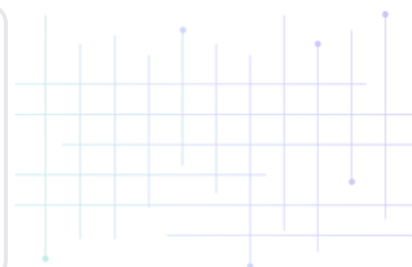


Improved Efficiency by Reducing Time Spent Navigating Systems

SATISFACTION



Scalable Patient Access Model





Get started now

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

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