



CASE STUDY

# Delivering Better Patient Self-Service and Real-Time Agent Context



# Case Study



A leading pediatric health system modernized its patient access experience by deploying SpinSci Patient Engage and Patient Assist, enabling conversational IVR for intelligent call routing and patient intent capture, along with self-service scheduling capabilities and real-time agent context through an EHR-integrated desktop.

## ABOUT THE ORGANIZATION

This organization is a large pediatric health system delivering specialized inpatient, outpatient, and emergency care. With a high volume of inbound calls across appointments, billing, clinical inquiries, and general questions, its contact center plays a critical role in managing patient access and communication. The organization sought to modernize its front-door experience and improve how patients are routed and supported across both self-service and agent-assisted interactions.

## THE CHALLENGE

# Disconnected IVR and Agent Experience

The organization's IVR relied on menu-based navigation, limiting its ability to understand patient intent and resulting in misrouted calls, increased transfers, and longer resolution times. Agents lacked immediate patient context, relying on manual EHR searches, while appointment workflows depended on agent involvement, increasing call volume and making it difficult to deliver efficient, scalable patient access.

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*“Moving beyond traditional IVR has made things easier for our patients, and with better context for our agents, we’re routing calls more accurately and handling them more efficiently.”*



**VP, Information Technology,  
Health System**



# Driving Improved Patient Experience and Agent Efficiency

SpinSci deployed Patient Engage and Patient Assist, integrating with Epic EHR and Cisco contact center.

- Conversational IVR with natural language understanding to capture patient intent and intelligently route calls to the appropriate contact center queue
- Multi-intent call steering supporting appointment, billing, clinical triage, registration, and general inquiry workflows within a single front-door experience
- Self-service scheduling capabilities enabling patients to schedule and cancel appointments directly through IVR with EHR integration
- Patient Assist integration within the agent desktop, providing real-time access to patient identification, demographics, appointments, and billing information
- EHR screen pop and contextual navigation, allowing agents to quickly access relevant patient records without manual lookup

## OUTCOMES

By letting patients express intent naturally and complete appointment tasks through self-service, the organization improved routing accuracy, reduced unnecessary transfers, and increased contact center efficiency.

- **Improved call routing accuracy** by capturing patient intent and directing calls to the appropriate destination the first time
- Reduced call transfers and **increased first-call resolution** across patient interactions
- Lower reliance on agents for routine appointment-related tasks
- **Faster agent response** with real-time patient context and reduced need for manual EHR navigation
- A more **scalable patient access model** supporting growing call volumes



### THE RESULTS

#### PERFORMANCE



Fewer Call Transfers

#### RESOLUTION

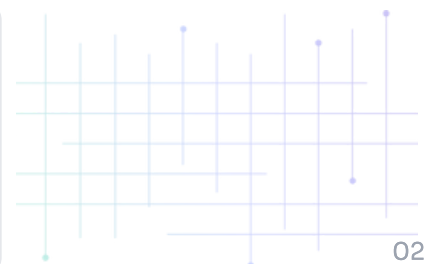


Improved Call Routing Accuracy

#### SATISFACTION



Scalable Patient Access Model





# Get started now

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

[Book a demo](#)