

HEALTHCARE PATIENT ACCESS CENTER CHECKLIST

A patient access center enables seamless, engaging experiences for your patients by making mutual access easy and support activities efficient. Improving access and engaging patients regularly supports better health outcomes.

Successful patient access centers have robust contact center cloud solutions as their foundation. To determine whether a cloud contact center can improve your current patient outreach and engagement capabilities, we've created a self-assessment checklist:

- Can you route calls intelligently, so patients receive first-call resolution to their inquiries?
- If a patient calls multiple times with billing questions, will they automatically connect with the same facility representative familiar with their inquiry?
- Do you have the ability to prioritize and escalate patient referral calls from other providers? Can you dynamically route scheduling calls across multi-specialty schedulers and provide scripting tools that outline physician preferences?
- If you assign patient care navigators to support recently discharged patients, can their patients access them via a single number across multiple devices?



-
- Are you currently using multiple vendors or applications to automate appointment reminders, manage after-hours calls, or send outbound patient satisfaction surveys?
-
- Do you have real-time reporting and dashboards that outline and alert call wait times, abandonment rates, response times, and more?
-
- Would enhanced web chat and telephony features within your patient portal increase patient adoption rates?
-
- Can your staff securely exchange ePHI with each other—both from patients and with other providers—in support of faster care coordination workflows?



RingCentral enables healthcare providers, payers, and life science organizations to deliver seamless and engaging patient experiences. RingCentral is HITRUST CSF certified and offers HIPAA Business Associate Agreements to covered entities.

TO SCHEDULE A FREE DEMO, CALL US AT (877) 332-6759.