RingCentral®

Telehealth patient experience checklist

Telehealth adds a new dimension to the patient experience. Patients can either have fantastic virtual appointments, or these appointments can be irritating and disappointing.

This telehealth patient experience checklist helps you determine what you can do to boost your patient experience through telehealth so patients will want to stay with your healthcare organization.

BOOKING AN APPOINTMENT

Shorten the length of time patients spend on hold so they can book appointments faster.

Don't make patients wait long for appointments; offer them more frequently so patients can get the healthcare they need.

THE APPOINTMENT

Use a telehealth solution that ensures excellent audio and video.

Allow patients flexibility; for patients who aren't comfortable with, or don't have access to video, offer phone appointments.

Give patients the option to send chats during an appointment so they can include important information.

Choose a telehealth solution with an easy-to-use interface.

AFTER THE APPOINTMENT

Allow patients to contact you through a patient access center so they don't have to book another appointment.

The patient access center should offer chat, video conference, email, and telephone options so patients can connect in a way that suits them best.

THE OVERALL PATIENT EXPERIENCE

Make the experience intuitive and user-friendly.

Secure patient data so patients have peace of mind.

RingCentral helps healthcare organizations deliver the ideal patient experience. See how RingCentral's cloud communications platform is transforming healthcare. Get the demo.

Deliver the ideal patient experience. See how cloud communications are transforming healthcare.

Get the demo

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Put connection at the center of care

Deliver better patient and member experiences via your telehealth program and bring down costs with modern and secure cloud communications.

RingCentral is where communication meets innovation. We provide a robust, secure and global cloud communications platform with messaging, video and phone. We help healthcare organizations everyday improve collaboration and productivity and ultimately drive better patient outcomes.

Visit us at **ringcentral.com/healthcare** or call **833-907-3437.**

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