

Essential support for virtual patient encounters

Inbound and outbound telehealth support prepares patients for successful video visits.

Organizations are accelerating telehealth initiatives to meet evolving healthcare needs and virtual encounters are predicted to remain a permanent care offering. Patients appreciate the time savings and convenience, but new technology can cause confusion and spur questions. Nuance Patient Engagement Solutions extends its 24x7x365 bilingual Patient Portal Help Desk support to ready patients for telehealth encounters.

With comprehensive training and an average of three years of support experience, our HDI-certified experts provide real-time assistance that eases patient anxiety and ensures everything is in place for a successful video visit. Appointment preparation and follow-up activities include:

- Downloading and installing portal, browser, and telehealth applications
- Setting up, testing, and troubleshooting audio and video devices
- Interacting with questionnaires
- Completing pre- and e-check-ins
- Initiating telehealth encounters
- Navigating to additional websites or self-service tools
- Conducting appointment follow-up
- Configuring remote point-of-care home health devices

With telehealth support services provided by Nuance, clinicians focus on their patients, not technical issues.

Outbound calling services

By contacting patients prior to scheduled appointments, our resources can help with preparations and encourage patient portal account activation. Patient outreach reduces cancellations and no-shows while advancing patient portal adoption to enable enhanced communications. Limiting technical questions and difficulties help virtual visits run smoothly, appointments stay on track, and organizations achieve greater patient throughput.

KEY BENEFITS

- **Maximizes patient convenience** with 24x7x365, real-time, bilingual (English and Spanish) assistance
- **Promotes organizations** as responsive, technologically advanced care providers for a competitive edge and increased reach.
- **Drives patient engagement** and good clinical outcomes.
- **Ensures patient satisfaction**, a key factor in patient retention, reimbursement achievements, and protection against medical malpractice claims.

LEARN MORE

To learn more about Nuance Patient Engagement Solutions, please call 1-877-805-5902 or visit nuance.com/patientengagement.

About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.

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