

Enhance the power of your EHR

with Nuance Patient Engagement Solutions

Complement the EHR and automate intelligent conversational AI patient experiences.



1

Increased patient reach

- **Expand lines of communication** to voice, email, SMS, online chat
- Include patients **without patient portal accounts**
- **Automate delivery of custom, branded, ad hoc messages** outside of EHR-triggered events
 - Preventative and follow-up care reminders
 - Weather or construction alerts
 - Wellness program announcements



"Don't forget to book your yearly mammogram..."

"Office closure tomorrow due to severe weather alert..."

"Schedule your COVID vaccine today..."

40%

Older populations cite concerns communicating about their health by computer¹

13%

Americans offered a portal do not have a way to access it²

95%

Consumers use more than one channel to connect with a brand³

23%

U.S. households lack home internet⁴

2

AI-powered omni-channel experience

AI learning loop



- ✓ Enable **personalized, asynchronous interactions** and seamless transfers between channels
- ✓ Deliver conversational experiences with **unified Natural Language Understanding (NLU)** that powers virtual assistants on telephony and online chat
- ✓ Complement **web and phone interactions** by texting links or information that quicken issue resolution

3

Insightful analytics and tracking



Map patient journeys across voice and digital channels to identify trends and areas for improvement



Integrate with CRMs and record all interactions—with existing and new patients—to **build detailed user profiles for targeted campaigns**



Gain visibility into **aggregated communication data**

4

Sophisticated appointment management

45%

No-shows missed their appointment because they forgot or weren't notified about it⁵



Voice and SMS appointment reminders with ability to confirm, cancel, or reschedule



Real-time, NLU-powered interactive rescheduling over channel of outreach

¹ University of Michigan National Poll on Healthy Aging ⁴ US Census Bureau's American Community Survey
² HealthIT.gov ONC Data Brief ⁵ U.S. National Library of Medicine
³ Forrester, September 19, 2017