

Improve patient engagement by automating appointment management within your EHR.

Unified engagement platform powered by artificial intelligence (AI) increases efficiency and improves satisfaction.

Bridge the gap between care teams and patients

On average, 13% of patients do not show up for their appointments and 7% of outpatient surgeries are canceled on the day of the procedure—significantly impacting physicians and their practices. The impact is even greater when you include patients who come to their appointments without the necessary preparations (fasting, completed lab tests, etc.).

Nuance® Patient Engagement bridges the gap between retaining satisfied patients in your network and allowing your clinicians and other staff to be efficient.

For more than 20 years, Nuance has powered customer engagement solutions across major industries, including healthcare, banking and transportation, helping Fortune 500 companies attract and retain their customers through AI-enabled digital, voice, outbound and biometric security products. Now, Nuance is extending that expertise through a strategic development relationship with Epic.

Our solutions are deployed by the industry's largest global professional services team—offering unparalleled vision, deep industry expertise and a proven track record of success.

Optimize appointment management

Nuance Patient Engagement solutions help organizations by automating appointment management processes while meeting your patients' and physicians' expectations and driving meaningful results.

- **Automated wait listing functionality** creates up-to-date wait lists for open slots, improving provider schedule utilization and dramatically increasing physicians' satisfaction and their practices' bottom line.
- **Outbound appointment management** enables users to confirm and reschedule appointments in real time, thus alleviating burden from your call centers, helping to reduce operational costs.
- **Automated appointment reminders** significantly decrease patient no-shows, which can cost the average hospital up to \$3 million annually.
- **Multichannel appointment management** enables patients to manage their appointments when they want and through their preferred channel—from mobile phones to email to live voice.

Unmatched outcomes

With more than 1 million clinic visits annually and nearly 2 million calls into its contact center, patient interaction was a big task for one major regional healthcare provider and Pioneer ACO. To improve reach, engage patients through modern channels such as mobile, and deliver higher-quality interactions, they partnered with Nuance. The results speak for themselves:

25%

reduction in missed appointment rate, resulting in \$2.3 million in new revenue

9%

improvement in select Quality Measures

126%

increase in patient engagement metric

– **Running late notifications**

The single biggest contributor of dissatisfied patients is lack of information about physician delays. Keeping patients informed of the wait times has the highest correlation to overall physician office visit satisfaction.

– **Unique EHR integration** allows for communication between your systems and the EHR.

– **Conversational interface supports more than 80 languages** and allows patients to communicate with ease.

– **Unified communications channels for your patients**
Nuance's omni-channel platform is designed to unify every channel of communication your patients choose to use, giving them the

freedom to access care in a way that fits their lifestyle, without the high cost of live agents or nurse interactions. Patients receive the same level of consumer experience that they are familiar with and can manage their appointments when they want to and through their preferred channel—from mobile phones to email to live voice.

Let's work together

Nuance has created more than 2,000 outreach applications, with over 12 billion customer interactions, reaching 1 in 5 Americans at least once every year. Contact us today and learn how you can be part of this exciting solution.

For more information, please contact us at 1-877-805-5902 or visit nuance.com/healthcare.

Key benefits

- Improves provider schedule utilization
- Decreases patient no shows
- Reschedules appointments in real time
- Alleviates call center burden
- Flexible communications channels improve patient satisfaction
- Provides personalized, unified customer experience

Key features

- Optimized appointment management
 - Automated wait listing functionality
 - Outbound appointment management
 - Automated appointment reminders
 - Multi-channel appointment management
 - Unique EHR integration
 - Conversational interface
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Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organizations globally. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#) and [Facebook](#).