

Deliver better experiences with intelligent patient engagement

Omni-channel conversational AI platform powers the modern Digital Front Door.

Nuance patient engagement solutions combine decades of healthcare expertise with award-winning intelligent engagement technology trusted by 1,500 leading brands. A single platform based on proven AI brings world-class consumer engagement to healthcare. Organizations can advance the quality of service they deliver and solve pressing issues in patient engagement. Patients receive the information they need—on their terms—and healthcare organizations can:

- **Contain staffing costs.** Protect valuable live agent time with call deflection and automated patient communication. Interactive Voice Response (IVR) and virtual assistant capabilities provide support through a natural conversational dialog.
- **Protect ROI and revenue.** Limit revenue loss and advance patient retention when convenient communication and self-service capabilities boost satisfaction and promote patient appointment and care adherence.
- **Deliver intelligent engagement.** Build analogous experiences—no matter how patients get in touch—on a single integrated platform that powers informed interactions and conversational dialog.
- **Track performance.** Refine program performance by monitoring, assessing, and reacting to real-time analytics and service metrics.

Nuance Patient Engagement Solutions

Nuance Mix, a conversational AI tooling platform, gives organizations the control, flexibility, and freedom to build enterprise-grade, omni-channel patient engagement experiences. Our pre-built offerings will continue to expand to support a wide array of use cases across the patient journey and manage patient relationships, services, and care. Organizations can also tap into the core technology and create custom applications on their own or with help from Nuance.

A single AI-powered platform for every patient engagement

- **Proven omni-channel engagement technology** trusted by 85% of Fortune 100 companies best known for a great consumer experience.
 - **The same conversational AI** that powers virtual assistant capabilities within leading EHRs enable natural interactions for patients.
 - **Integration to core systems** including your EHR, CRM, revenue cycle, patient access center, and telephony systems.
 - **Patient support services** that boast a 100% client renewal rate.
 - **First-rate outcomes** in call resolution, automation, and agent handle time improve the patient experience and strengthen finances.
-

Nuance Appointment Management

On average, 13% of patients are appointment no-shows. Patients who come to their appointments without the necessary preparations—fasting, completed lab tests, etc.—further impact patient care and organization revenue. Nuance Appointment Management automates outreach using voice and SMS notifications and reminders. A message-on-demand application with real-time EHR integration sends messages using the patient's preferred method of contact. Helpful reminders, notifications and special messages improve appointment adherence, impact revenue and boost satisfaction.

Timely, helpful communication instills trust and protects patient safety. EHR SMS Gateway enables distribution of SMS messages directly from Epic—provide information to hospital staff, send patient status updates to family members, manage follow-up calls, and more.

Nuance Patient Support

Nuance Patient Support offers interactive bilingual 24/7/365 assistance powered by industry-leading natural language understanding. IVR and virtual assistant capabilities help patients self-serve account activation and password resets over voice or chat, with the option to transfer to a live agent. Outbound support for telehealth appointments allows patients to confirm readiness. Patients needing assistance with telehealth appointments receive instructions and help with configuring, testing and troubleshooting applications and equipment, with the option to transfer to a live agent. Organizations share useful information that leads to greater patient portal and telehealth success.

LEARN MORE

nuance.com/patientengagement

\$150B

attributed to missed
healthcare appointments
in the U.S. every year

UP TO 50%

of support tickets involve password
resets, account unlocks, account
activations, pre-visit preparation,
or post-visit follow up

84%

of patients under 40 look for
providers who use advanced patient
engagement technology



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 90 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.