Real-time support for patient portals

Improve patient engagement, satisfaction, and care with 95% first-call resolution for user issues.

Studies show that patients experience better health outcomes when they actively engage in their healthcare. The patient portal is an important means of connecting with patients and inspiring advocacy of their own health. A good first impression and subsequent positive interactions promote continued use.

Nuance Service Desk for Patient Portals provides bilingual remote support 24x7x365 with no waiting. Our agents are HDI-certified with over three years of support experience. A deep understanding of the organization’s processes, procedures, and patient portal settings readies our agents to resolve 95% of calls. We help users with basic problems like accessing accounts to more advanced issues like viewing test results, messages, and prescription status to telehealth, e-visit, and device integration support.

Driven by SLAs and KPI analytics

- **First-call resolution rate for all issues**: 95%
- **Call acknowledgment rate**: less than 60 secs
- **Call abandonment rate**: less than 5%
- **Email/messaging acknowledgment rate**: less than 2 hours

**KEY BENEFITS**

- Maximizes patient convenience with real-time, bilingual (English and Spanish) assistance through phone or online communication channels 24x7x365— even outside traditional business hours.
- Promotes organizations as a responsive care provider.
- Empowers patients to access and navigate secure medical records on demand for effective care advocacy.
- Improves patient satisfaction, engagement, and outcomes.
- Grows the value of the patient portal.
- Allows clinicians to focus on patient care and frees IT teams to focus on high priority clinical initiatives.
- Supports continual usability improvements through actionable insights from support ticket analytics.

**LEARN MORE**

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