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…”

2. AI-powered omni-channel experience

- 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

- Voice and SMS appointment reminders with ability to confirm, cancel, or reschedule
- Real-time, NLU-powered interactive rescheduling over channel of outreach

“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 computer

13% Americans offered a portal do not have a way to access it

95% Consumers use more than one channel to connect with a brand

23% U.S. households lack home internet

45% No-shows missed their appointment because they forgot or weren’t notified about it

1 University of Michigan National Poll on Healthy Aging

2 HealthIT.gov ONC Data Brief

3 Forrester, September 19, 2017

4 US Census Bureau’s American Community Survey

5 U.S. National Library of Medicine

Learn more at nuance.com/patientengagement