

Advancing Healthcare Contact Centers



Patient Self Service and Agent Empowerment

EHRConnect®



Empowered Agent

- Patient front door
- Patient authentication
- Predictive self-service
- Intelligent routing
- Patient history display for the agent
- Epic screen pop into the applicable Epic screen



Bill Pay

- Early-stage patient collections
- Balance notifications
- Post-visit payments
- Late payments
- Late-stage patient collections
- Balance notifications
- Bill payment and payment inquiry



Appointment Reminders

- Two-way appointment reminders
- Backfill canceled appointments with waitlist
- Care gap reminders
- Referral reminders
- Refill reminders
- OptTime reminders/confirmations



Self Service

- Primary care inbound appointment scheduling
- Proactive rescheduling of appointments
- Bill pay
- Conversational AI
- Marketing campaigns

EHRConnect® is a best-in-class software application that facilitates EHR record integration with contact center platforms. This integration allows users to utilize critical healthcare data intents for self-service and agent empowerment use cases that result in significant ROI. EHRConnect empowers healthcare organizations to refine their patient communication strategies by offering advanced AI capabilities for voice, chat, and text, which results in efficient call management and reduced costs. By enabling new predictive intent models of inbound and outbound patient self-service, healthcare organizations can free up agents for more complex human-to-human conversational requirements. EHRConnect strives to establish a new benchmark in healthcare contact centers through cutting-edge technology.



Automate 40-60% of patient calls



Reduce each call by 90 seconds

Maximize your Technology Investment with EDCi Continuous Improvement

EDCi's Continuous Improvement ensures that your technology investments keep pace with industry changes and drive them forward. We creatively enhance your business using existing resources and adapting to the latest updates and technologies. With EDCi, you become more agile and faster at leveraging new features to optimize efficiency and deliver exceptional service.

Explore Our Primary Offerings

- Protect Cloud Investment
- Bot Tuning
- Conversational AI Enhancement
- Analytics & Insights
- Education
- Roadmapping & Planning
- Digital Transformation

Experience the Benefits

- High Customer Satisfaction
- More Operational Efficiency
- Cost Savings
- Strategy Enablement
- Maximization of your Investment

Improve Customer & Patient Experiences with our Free Assessment

A 4-hour assessment will entail exploration, initial analysis, and a brief overview of recommendations to initiate continuous improvement efforts.



edci.com/it-consulting/continuous-improvement

Contact us



edci.com



info@edci.com



1.800.332.3553