



ENHANCING PATIENT EXPERIENCE:

Healthcare Checklist

The cloud communications platform provides an end-to-end patient care solution that focuses on:

- Patient experience, outreach & engagement
- Complying with security & compliance requirements
- Care team coordination
- EMR/EHR integrations
- Providing collaboration tools



We have the expertise, experience, and platform to transform your healthcare focus from surviving to thriving!

ONE Communications Platform - **ONE** Low Monthly Rate

PHONE | VIDEO | CHAT | CONTACT CENTER | FILES | EMAIL



Patient follow up,
broken appointments,
proactive outreach



Patient satisfaction
and experience



Slow communication
and time lost between
staff and patients



Security and
compliance regimes
are extremely strict

	YOUR NEEDS	INTERMEDIA SOLUTIONS
SECURITY & RELIABILITY	<ul style="list-style-type: none"> <input type="checkbox"/> Protect patient information and privacy regulatory information <input type="checkbox"/> Meet compliance regulations <input type="checkbox"/> Need a secure and reliable cloud communications platform for staff & patient communications 	<ul style="list-style-type: none"> ✓ Contact Center offers HIPAA and PIPEDA compliance, HITRUST certification, communication and recording encryption, roles-based authentication and more ✓ Your data is private and protected in our secure, SOC 2-audited cloud ✓ Every Intermedia service offers a 99.999% uptime Service Level Agreement ✓ Admin tools to streamline IT management and security
EFFICIENCY	<ul style="list-style-type: none"> <input type="checkbox"/> Reduce no-shows, effectively deliver reminders <input type="checkbox"/> Broken appointments cause missed or delayed diagnoses and lost provider revenue <input type="checkbox"/> Ongoing patient engagement requires proactive outreach 	<ul style="list-style-type: none"> ✓ Deliver timely (and, if needed, repeated) reminders of appointments, refills, paperwork requirements, check-ups and more, with Dynamic Notifications ✓ Integrated chat, SMS, video conferencing, screen sharing, file sharing and file backup, extends reach and facilitates increased collaboration and efficiency within the workplace
TIME-SAVING	<ul style="list-style-type: none"> <input type="checkbox"/> Patient interactions must be efficient and frustration-free <input type="checkbox"/> Patients expect communication via multiple channels <input type="checkbox"/> Communication between healthcare teams should be easy, efficient, and quick <input type="checkbox"/> Integrations are critical 	<ul style="list-style-type: none"> ✓ Intelligent routing and self-service IVRs minimize transfers and eliminate dead-ends by helping automate common requests; accept patient inquiries via SMS, chat, and email, in addition to phone calls ✓ Virtually anywhere, anytime, and on any device - creates a more flexible workforce Integrated chat, SMS, video conferencing, screen sharing, file sharing and file backup ✓ Extends reach and facilitates increased collaboration ✓ The solution can integrate with almost any EMR/EHR as well as other business applications such as Google, Microsoft, Salesforce and more
PATIENT EXPERIENCE	<ul style="list-style-type: none"> <input type="checkbox"/> High patient satisfaction scores <input type="checkbox"/> Improve accessibility and new patient onboarding <input type="checkbox"/> Resolve issues faster <input type="checkbox"/> Build stronger patient and staff relationships 	<ul style="list-style-type: none"> ✓ Dynamic Notifications can also be used to send clinic news and updates, health & diet information, and other communications to maintain top-of-mind ✓ The Unite Mobile App allows healthcare professionals to never miss important patient calls and the option to easily collaborate from anywhere at anytime



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