

# Accelerate Digital Transformation with Conversational AI

## INTELLIGENT VIRTUAL ASSISTANTS FOR HEALTHCARE

### Increase patient engagement and satisfaction with an optimal channel approach

Patients expect healthcare providers to be supportive of their needs throughout their personal care journey. Surpass their expectations with self-service support that works. Interactions Intelligent Virtual Assistant (IVA) for Healthcare enables patients to self-serve on the channel of their choice--both voice and text--and transition between channels depending on their needs. The result is a seamless patient experience that is engaging and conversational.

### Convenient self-service patient scheduling

Give patients the power to control their experience by allowing them to schedule, reschedule, or cancel appointments conveniently and quickly through self-service. Patients can also request physician information, driving directions, and other facility details. By eliminating wait times, frustrating menu trees, and transfers, patients can get the answers they need without any stress.

### Decrease operational expenses

You shouldn't have to choose between providing best-in-class patient care and cost savings. Our IVA handles data-driven transactions, reducing average handle time and improving first call resolution. Our IVA is proven at scale to handle normal volumes as well as peak call volumes, eliminating any unforeseen wait times.

1. [Forrester: Mobile Messaging Best Practices For Healthcare Providers](#)

2. [Vanguard Communications: Study: 96 Percent of Online Complaints About Doctors Fault Customer Service, Not Quality of Care](#)

### AN INTEGRATED HEALTHCARE ORGANIZATION SAW A 20% INCREASE IN APPOINTMENT ATTENDANCE BY SENDING OUT REMINDERS AND OBTAINING CONFIRMATIONS.<sup>1</sup>

Our IVA enables you to provide your patients with effective self-service scheduling communications that enhance their experience.

### 96% OF PATIENT COMPLAINTS CITE POOR COMMUNICATIONS, DISORGANIZATION, AND EXCESSIVE DELAYS IN SEEING A PHYSICIAN AS THE CAUSE FOR DISSATISFACTION.<sup>2</sup>

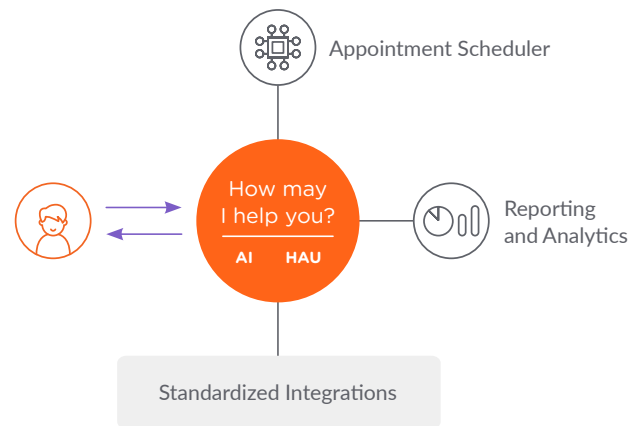
Our IVA makes patient experience efficient and effortless, helping you improve customer satisfaction and NPS.

### MORE THAN 40% OF PATIENTS AND CONSUMERS BELIEVE THEY SPEND TOO MUCH TIME AND EFFORT GETTING ISSUES RESOLVED.

Our IVA handles data driven transactions, reducing average handle time and improving first call resolution.

## INTERACTIONS IVA FOR HEALTHCARE

Interactions Intelligent Virtual Assistant for Healthcare reduces operating expenses while driving higher patient satisfaction. Transforming the patient experience through a conversational, empathetic, omnichannel experience allows patients the convenience and time-savings to self-serve. Scheduling appointments, obtaining driving directions, making billing and payment inquiries, and taking care of other patient questions can be handled via the IVA, allowing care representatives to spend their valuable time on issues that require a personal touch.



Interactions IVA lets patients speak or text naturally and in their own words, creating an effortless experience from start to finish. The IVA understands why a patient is reaching out, IDs and authenticates them efficiently and securely, and engages to help them reach a resolution for their inquiry in a conversational manner. With Interactions IVA, patients will have a compassionate and empathetic experience every time.



Appointment scheduling



Request physician information



Find nearest location



Provide office location & directions



Payment & billing information



Respond to FAQ

To learn more about our IVA for Healthcare, please visit:  
[www.interactions.com/healthcare](http://www.interactions.com/healthcare)