



contact center

Powered by **telax**

Healthcare Contact Center Applications

Several healthcare organizations have chosen the Telax solution to meet their digital transformation objectives.

Thanks to a suite of best-in-class functionalities and robust architecture, Telax helps Healthcare providers deliver a better patient experience.

Learn how a cloud contact center solution can help you streamline care team communications, improve patient outreach and engagement, reduce wait time and appointment no-shows while maintaining HIPAA compliance and minimizing pressure on support staff.

Deliver a Better Patient Experience



Improve The Patient Experience

Omnichannel queues streamline interactions and enable patients to contact you using their preferred communication channels (Phone, Chat, Email, SMS, Social Media)

Advanced IVR and intelligent routing capabilities facilitate the efficient triage of calls and let you put patients in touch with the right resources while reducing wait times

Self-service functionalities for information, scheduling and payments to alleviate staffing pressure

Seamless integration of “offline” medical staff, doctors and specialists to improve care team accessibility, anywhere, anytime



Facilitate Patient Outreach & Engagement

Dynamic Notification feature increases patient engagement between visits by delivering outbound voice, SMS or email messages to patients

Easily set-up and manage automated messages for:

- Appointment reminders
- Pre-visit patient readiness and adherence
- Follow-up reminders between visits
- Billing and collections

Dramatically reduce appointment no-shows rates without additional strain on support staff



Improve Operational Efficiency

Real-time reporting, visual dashboards and threshold alerts enables you to diagnose and rapidly react to service-impacting situations

Proactively measure patient satisfaction to identify improvement opportunities

Maintain visibility on patient communications across all departments and communication channels

Integrated Quality Management features to monitor, measure and help improve the quality of patient interactions

Scheduling Manager features to facilitate contact center staffing and adherence monitoring



Maintain Compliance At All Times

HIPAA Compliant platform to ensure regulatory requirements are met through all patient communications channels

PCI Compliant solutions for payments and collections

Flexible Call and Screen recording and recording storage options to meet regulatory and legal requirement needs and mitigate risks

Platform Summary

Everything a Cloud Contact Center Needs



Some of the healthcare organizations that have chosen Telax as their Contact Center solution:

- LA County Dept. of Health Services
- True Health Central Florida Medical
- North Mississippi Medical
- Health Canada
- Mosaic Life Care
- Alabama Orthopedic
- Joint Implant Surgeons of South Florida
- Medical associates of Central Virginia
- Bergen Medical Associates
- Henry Ford Hospital

A full featured solution that's less expensive & delivered via a more reliable network

Call Center Group	Omnichannel Queues	Dynamic Notifications
<ul style="list-style-type: none"> • Skill-based routing • Identity & geography based routing • CRM integration (CTI) • Agent call-flow scripting • Self-service & payment IVR 	<ul style="list-style-type: none"> • Inbound voice queues • Outbound & blended voice queues • Automated call-back & click-to-call • Email, chat SMS, social media queues • Automated threshold SMS/ email alerts 	<ul style="list-style-type: none"> • Automated outbound campaigns • Voice, email & SMS notifications • Integrated text to speech support • Appointment reminders
Reporting & Analytics	Quality Management	Schedule Management
<ul style="list-style-type: none"> • Real-time stats & dashboards • Custom agent activities & dispositions • Detailed queue, call & agent statistics • Report library and custom reports • Scheduled reports 	<ul style="list-style-type: none"> • Call recording (with agent notes) • Screen recording with playback • Live monitor, whisper, barge-in • Agent & web chat logs • Coaching & evaluation template 	<ul style="list-style-type: none"> • Agent staffing and scheduling • Vacation automation & shift-trades • Real-time adherence view & reporting • Schedule optimization

Plus the CSP Advantage

BEST ECONOMICS

- Leverage any new or existing voice solution
- No expensive on-site hardware driving up CAPEX or support costs
- Centrally managed by Telax, shielding users and service providers from costs and complexities

UNMATCHED RELIABILITY

- Decoupled voice/data eliminates backhaul to reduce hops & points of failure
- Voice remains on carrier network for better Quality of Service and end-to-end visibility

MORE EFFICIENT SERVICE OPERATIONS

- Increase satisfaction and wallet share of existing customers
- Enjoy lower costs of acquiring new customers
- Reduce churn of existing customers

