

Healthcare Solutions

Automation Tools & Self-Service Applications



People have many options for healthcare and health plan providers, so it's important to offer the highest-quality customer service possible. Contact center solutions are a key component of the patient experience and need to be efficient and easy to use. It's also critical that they meet stringent security and HIPAA compliance rules.

INI can deliver the tools that modern healthcare organizations need. Our solutions leverage leading technologies such as speech recognition, computer telephony integration (CTI) and omni-channel communications, and integrate with a variety of patient records databases.

IVR Applications and Solutions for Healthcare

INI offers a variety of applications that enable patient self service and alleviate the demand on skilled healthcare professionals.

- **Account Information** – Allow patients to obtain information on insurance coverage, make billing inquiries or pay balances
- **Prescription Refill & Reminder** – Send outbound reminders that invite patients transfer to a self-service refill application
- **Lab Test Results** – Provide confidential access to lab results, both for inbound calls and outbound notifications



Proactive Communication with INI Messenger™ & Avaya Proactive Outreach Manager (POM)

- **Appointment Reminder** – Reduce no-shows and offer patients options to cancel or reschedule
- **Payment Reminder/Collection** – Remind patients about billing deadlines, and make payments
- **Pre-Op & Home Care** – Provide automated pre-operative instructions and monitor at-home care with check-ins



Voice & Visual Data Collection with INI FormStudio™

- **New-Patient Forms** – Let first-time patients fill out their medical histories and insurance information on the phone via voice or visual form
- **Experience Surveys** – Gather patient feedback on services and facilities with automated surveys
- **Employee Scheduling/Time Reporting** – Empower employees to review work schedules, submit hours, or check in/out
- **Patient Diary** – Callers can self-report using natural voice interface in the IVR, or answer questions in a visual manner from their mobile devices



Callback with INI SureConnect™

- **Escape the Queue** – Let callers skip the queue and get a callback when they're next to be served
- **Agent Information Preview** – Deploy the *Agent First* method to give agents key information about a caller before calling back
- **Balance Peaks & Valleys** – Perform callbacks during off-peak hours to optimize agent load



Menus and Announcements with INI AudioMenus™

- **Med-Attendant** – Enable patients to easily find and route to medical departments, office and staff
- **Provider Plan Coverage** – Provide answers to common coverage and health plan questions
- **Medical FAQs** – Provide patients a quick 24/7 way to get their basic medical questions answered



Intelligent Call Routing with INI LaunchPort™

- **VIP Treatment** – Identify important or high-risk callers and expedite transfers to the right agent or department
- **Custom Greetings** – Play announcements and alerts tailored to the caller type

These are just a few of the many contact center solutions available for healthcare organizations. Visit interactivenw.com to learn more about how INI can deliver the best patient and provider experience possible.

Interactive Northwest, Inc. (INI)

was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. It was one of the first companies to provide combined expertise in network and host connectivity database integration and telephony networks needed to deploy advanced communication solutions. INI is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. INI's devotion to quality and customer satisfaction is reflected in a track record of

successful implementations in a variety of client environments. INI's software products and services address the complete life cycle of self-service implementations—from solution design and project management to interface development and test, deployment, documentation, training and ongoing support. The company's differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer

telephony. INI has a talent for natural end-user dialog design that leads to a better experience for the caller. INI's disciplined, highly-tuned project management process ensures successful completion of the most complex projects on time and in budget. The company leverages this expertise to create innovative, standards-based tools that augment platform products. In addition, INI has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.

