

# Bring NLU-powered AI to patient interactions

Turnkey, configurable applications deliver frictionless self-service over phone and chat

With Nuance Patient Engagement Solutions, decades of healthcare expertise meet award-winning consumer engagement technology to deliver superior patient experiences. A single omnichannel platform with clinical NLU and AI-powered components ensure seamless conversational experiences for use cases throughout the patient journey.

Intelligent Virtual Agents (IVA) on voice and digital channels accept natural language input, understand intent, and act on requests using productive automation. System integration drives personalization and self-service that delights patients while reducing the number of inquiries handled by live agents. Patients receive information and complete tasks—on their terms—and healthcare organizations can:

- **Contain staffing costs.** Call deflection and automated patient communication reduce staffing needs.
- **Meet patients where they are.** Omnichannel applications enable 24x7x365 self-service on phone, chat, or SMS — and the ability to switch venues without losing context.
- **Protect ROI and revenue.** Visit-related outreach promotes care adherence, full schedules, and better patient outcomes. Self-service capabilities advance patient satisfaction and retention.
- **Ease care management.** Helpful prompts — from appointment reminders through exam follow-up — make it easier for care teams to monitor patients and for patients to pursue good health.
- **Track success.** Real-time analytics and service metrics allow organizations to monitor, assess, and refine performance.

An ever-expanding portfolio of turnkey, configurable, applications deliver natural, conversational patient experiences over voice and digital channels. Or create custom applications with no-code development using the Nuance Mix tooling platform, featuring best-in-class conversational AI services and APIs.

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**A single, omnichannel, AI-powered platform for touchpoints throughout the patient journey**

- **Proven engagement technology** trusted by 77% of Fortune 100 companies best known for a great consumer experience.
  - **Conversational AI optimized for healthcare** that powers virtual assistant capabilities within leading EHRs also delivers natural patient interactions by harnessing NLU trained and informed by 300M patient stories, 1B+ daily transactions, and rich, robust data.
  - **Integration to core systems** (EHR, CRM, revenue cycle, patient access center, telephony systems, etc.) expands automation capabilities and fuels personalized service.
  - **First-rate outcomes** in NLU intent recognition and call deflection deliver frictionless patient service and strengthen finances.
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### Voice IVA routing

Greet callers with “How can I help you today?” and let them use natural language to state their need rather than dealing with a laundry list of options. Patients are accurately routed to mapped destinations like phone lines, self-service options, or live agents.

### Patient FAQs

Make it easy for patients to get answers to questions about patient care, appointments, billing, insurance, amenities, services, and more.

### Patient Support

Help patients access and navigate their patient portal account with automated assistance. Guide telehealth appointment patients through configuring, testing, and troubleshooting applications and equipment.

### Appointment Management

Empower patients to self-serve appointment scheduling or modifications. Automate the delivery of actionable appointment reminders based on real-time data where patients can interact on the channel of contact to confirm, cancel, or reschedule.

### Intelligent outreach

Keep in touch with patients and make the pursuit of good health easier. From care and screening reminders to follow-up surveys and broadcast messages, personalized outreach encourages care adherence and strengthens patient loyalty.

### Rx Management

Enable patient-submitted prescription refill requests that trigger automatic in-workflow approval requests for physicians and refill status notifications for patients.

### Biometric Authentication

Use voiceprints to protect patient data, and replace outdated, vulnerable authentication methods.

### LEARN MORE

To learn more about Nuance Patient Engagement Solutions, please call 1-877-805-5902 or visit [nuance.com/patientengagement](https://nuance.com/patientengagement).



### About Nuance Communications, Inc.

[Nuance Communications](https://www.nuance.com) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.

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\$150B

attributed to missed  
healthcare appointments  
in the U.S. every year<sup>1</sup>

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69%

of customers prefer  
self-service<sup>2</sup>

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80%

of patients want to be  
able to use technology to  
manage their healthcare  
experience<sup>3</sup>

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### Endnotes

- 1 Healthcare Innovation
- 2 Zendesk 2020 Customer Experience Trends Report
- 3 Harris poll