TRNS FRMD

Elevate Patient Satisfaction through Omnichannel Access & Automated Engagement

MAKING LIFE EASY FOR:

- Patients
- Patient Support team
- Scheduling team

CHALLENGES

- Decreased patient satisfaction and lost patients - Unable to serve patients via sms, chat or website.

- Revenue leakage due to missed appointment, inability to confirm patient information or reschedule appointments.

- Increased costs of supporting patients due to increased call volumes and multiple follow-ups.

- Huge capital investments needed for scaling patient support.

SOLUTIONS

- Reduce interaction costs by servicing patients through omnichannel routes including sms, chat and website, email in addition to voice.

- Deflect call volume through service IVR, AI voice and chat bots.

- Match agents to patients through skill based routing and real-time scheduling.

- Chat-GPT based Knowledge bank and templates for improving agent responses.

BUSINESS OUTCOMES

- Reduce patient interaction costs by over 50%.

- Reduce staffing needs as interaction volumes rises.

- Improve CSAT scores by serving patients through multiple channels and quick response rates.

- Increase revenue through prompt reminders and rescheduling of appointments.

Scan QR to check our Solutions

✉ success@btrnsfrmd.com

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SOLUTION PARTNERS

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