



PERSISTENT

PATIENT ACCESS SERVICES

Enabling a high-touch patient experience

PATIENT ACCESS SERVICES (PAS) AND HEALTHCARE CALL CENTER SERVICES NEED TO CONSTANTLY IMPROVE THEIR PATIENT SATISFACTION TO INCREASE REVENUE AND BE COMPETITIVE IN THE INDUSTRY.



CHALLENGES

- Manual processes and ad hoc conversations to capture patient queries
- Decentralized data and applications preventing complete view of patient interactions
- Typical call center solutions unsuitable for healthcare organizations
- Lack of seamless and consistent patient experience
- Lack of reporting and analytics to facilitate continuous improvement of patient experience
- Loss of productivity due to broken processes and time spent searching for information



SOLUTION

Patient access services acts as a key catalyst for the success of patient engagement at healthcare organizations. It enables:

- Comprehensive view of patient information collated from different systems
- Cohesive tracking of patient and service KPIs by PAS representatives, leadership and the care giver team
- Integration with CTI and EMR
- Customized workflows to support appointment scheduling, referral and second opinion





PERSISTENT

PATIENT/ PHYSICIANS
(Internal/External)



SOURCE/ORIGIN



CTI INTEGRATION
SUPPORT

PATIENT
REGISTRATION

PATIENT
SEARCH

PATIENT
360 VIEW

KNOWLEDGE
MANAGEMENT

CASE
MANAGEMENT

SCHEDULING
MEDICAL RECORDS &
INSURANCE
VERIFICATION

PHYSICIAN
MATCHING TOOL

CONSOLE
PERFORMANCE /
QUALITY METRICS

MODULES OF PATIENT ACCESS SERVICES

FEATURES

- Patient 360 view
- Insurance verification
- Referral management
- Scheduling of appointments
- Provision for second opinion
- Integration with CTI and EMR
- Information desk functions
- Quality metrics and dashboards
- Knowledge management



BENEFITS

- Unified experience for patients
- Centralized solution for enabling key patient services
- Improved transparency
- Increased patient services conversion ratio
- Adherence to service level KPIs
- Reduced operational costs






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Continuous Transformation by Design

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