

**UNIVERGE BLUE®**
ENGAGE**UNIVERGE BLUE HEALTHCARE SOLUTIONS**
ENGAGE CONTACT CENTER + EHR INTEGRATION FAQs

NEC's UNIVERGE BLUE ENGAGE provides healthcare organizations with contact center tools that simplify and improve the patient experience – while increasing service delivery efficiency and relieving pressure on staff. With ENGAGE's integration with top electronic health record (EHR) systems, it becomes an even more powerful tool for your healthcare facility that helps create streamlined patient-employee communications and improved patient healthcare outcomes.

WHY SHOULD I CARE ABOUT THIS UNIVERGE BLUE ENGAGE EHR INTEGRATION?

You and your patients want streamlined communications that saves time, is accurate, and most importantly secure. ENGAGE contact center connects to Epic®, ORACLE Cerner®, MEDITECH®, plus many more EHRs* via an integration to automate tasks and streamline workflows, allowing you to focus on what you do best – providing the highest level of care for your patients and helping patients gain faster access to important information, and better care.

WHICH EHR'S DOES THIS INTEGRATION WORK WITH?

This integration works with Epic, Cerner, MEDITECH, AthenaHealth®, eClinicalWorks®, Veradigm® (formerly Allscripts), NextGen Healthcare®, and many more.*

HOW DOES THE INTEGRATION WORK?

UNIVERGE BLUE ENGAGE integrates with leading EHR solutions like Epic, ORACLE Cerner, and MEDITECH via a partnership with SpinSci to streamline communications between patients and their healthcare providers.

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The integration supports three patient communications workflows:

1. Expedited Patient Verification and Call Resolution with Patient Assist

Patient Assist automatically looks up a patient's caller ID connected to their record in the EHR and pops up a dashboard with relevant patient information. Quickly view additional members in household, outstanding bills, prescriptions, and other information to streamline patient care.

2. Inbound Self-Service Voice with Patient Engage

Deflect inbound calls using UNIVERGE BLUE ENGAGE Interactive Voice Response (IVR). IVR uses input supplied by the patient (patient ID, date of birth, etc.) to look up information within an EHR and assist the patient in completing three types of tasks:

- Appointment management
- Bill payment
- Prescription refills

3. Automated outbound notifications with Patient Notify

Patient Notify eliminates time-consuming outreach efforts by automatically sending voice, text, and email notifications based on real-time EHR events. Like Patient Engage, healthcare providers can use Patient Notify for three types of tasks:

- Appointment reminders
- Bill payment reminders
- Prescription refill reminders

CAN PATIENT ENGAGE AND NOTIFY DO MORE THAN THE THREE TYPES OF TASKS MENTIONED ABOVE?

This new integration is designed to help you quickly deploy UNIVERGE BLUE ENGAGE contact center solution. While the underlying technology behind Patient Engage and Notify can do many things, we have already spent significant time integrating with Epic, ORACLE Cerner, MEDITECH, and many more* for these types of workflows which allows us to quickly deploy them for you.

WHAT IS THE PRICE FOR THIS INTEGRATION? HOW IS IT PACKAGED?

Please contact your Sales Rep for specific pricing details. Please keep in mind that UNIVERGE ENGAGE COMPLETE licenses and professional services are required to utilize this integration. The integration is packaged by the type of workflow your healthcare organization would like to use:

- **Customers wanting Patient Assist** can have it added to each ENGAGE COMPLETE license that will be used to verify patient IDs and use the custom patient dashboard.
- **Patient Engage and Patient Notify** are priced per patient communications workflow and the estimated number of monthly API calls to your EHR per month to support that workflow – 30,000 monthly API calls, 240,000 monthly API calls, or Unlimited API Calls.

Depending on the type of EHR, available workflows include:

- For Patient Engage (allows patients to perform self-service)
 1. Manage Appointments
 2. Bill Payment
 3. Prescription Renewal
- For Patient Notify (notifies patients of pending events via integration with EHR data)
 1. Appointment Reminder
 2. Bill Reminder
 3. Prescription Renewal Reminder

➤ Patient Engage and Assist Example

- Your organization wants Patient Engage to manage appointments. You would also like to use Patient Notify to send appointment and bill reminders.
- The customer would purchase 3 SKUs of Patient Access:
 - 1 for Patient Engage for appointment management
 - 1 for Patient Notify for appointment reminders
 - 1 for Patient Notify for bill reminders



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IS THIS INTEGRATION RIGHT FOR ME?

Any healthcare provider using Epic, Cerner, MEDITECH or other supported EHR systems* is a good candidate. Due to the price of Patient Access, it is critical you have the budget and know the ROI you could achieve with this integration.

You should determine:

- › What the impact would be if patient verification time was reduced dramatically.
- › How much time could you save by reducing “clicks” to get to EHR information quickly?
- › How much more revenue you could generate from reducing patient no-shows.
- › How much time you can free up by offering self-service voice options to your patients.

WHAT TYPE OF QUESTIONS SHOULD I ASK MYSELF TO DETERMINE IF THIS INTEGRATION COULD BE VALUABLE TO MY ORGANIZATION?

Questions you could ask yourself include:

- › What is your star rating? Has it been impacted by patient experience & the HCAHPS scores?
- › Do you understand the intent and behavior of your patients?
- › How are you engaging patients after first contact?
- › How are you managing call volumes, average handle times and call deflection?
- › Are your patient communications natively integrated with your EHR through APIs?
- › Are your patient-facing employees working in multiple applications or screens?
- › Are you able to effectively manage patient behavior regarding appointments and follow-up care?

- › How do your care management processes currently engage patients?
- › Are your outcomes negatively impacted by patients not being actively engaged?
- › Are you experiencing revenue leakage to competitors?
- › What is your rate of no-shows and cancellations?
- › What does a no-show cost your business (make sure to include the missed revenue from the patient visit plus missed revenue from the now open spot in the calendar)

HOW SECURE IS UNIVERGE BLUE ENGAGE WITH EHR INTEGRATION TECHNOLOGY AND WHAT MEASURES ARE IN PLACE TO PROTECT MY PATIENT'S DATA?

UNIVERGE BLUE ENGAGE contact center EHR integrations takes security and patient data very seriously. NEC can execute Business Associate Agreements upon request to address HIPAA compliance.

HOW DOES THIS INTEGRATION COMPARE WITH OTHER SOLUTIONS ON THE MARKET?

Many contact center applications also have an integration between their solution and Epic, Cerner, MEDITECH and other EHR systems. This integration allows you to focus on why thousands of customers trust NEC to improve employee productivity and improve customer/patient experiences while giving you the assurance that we will comply with healthcare standards for integrations.

*Supported workflows vary by EHR system. Consult your sales representative regarding what workflows your EHR supports.

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