

# UNIVERGE BLUE® ENGAGE + athenahealth

## LEVERAGE A CONTACT CENTER THAT CONNECTS TO ATHENAHEALTH EHR DATA TO HELP PATIENTS GET FASTER AND BETTER SERVICE

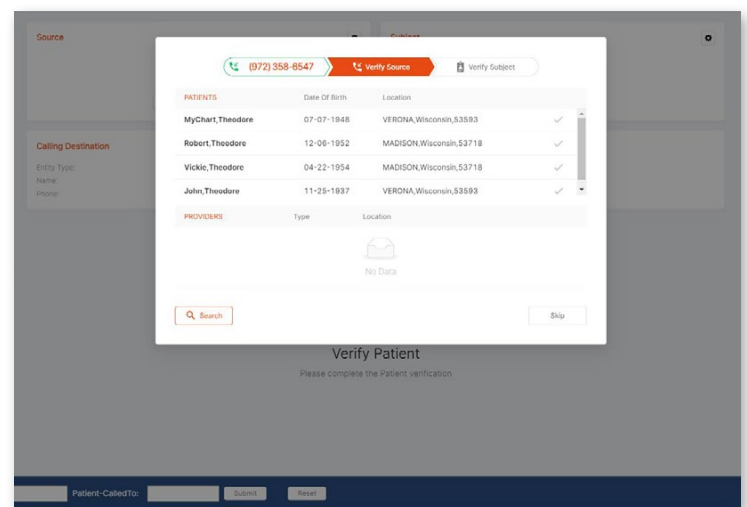
Both you and your patients want streamlined communications that saves time, is accurate, and most importantly secure. UNIVERGE BLUE ENGAGE connects to AthenaHealth's EHR via an integration to automate tasks and streamline workflows, allowing you to focus on what you do best – providing the highest level of care for your patients and helping patients gain faster access to important information, and better care.

### SUPPORTED WORKFLOWS

#### Expedited Patient Verification and Call Resolution with Patient Assist

In tandem with an incoming call, Patient Assist automatically looks up a patient's caller ID connected to their record in AthenaHealth 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.

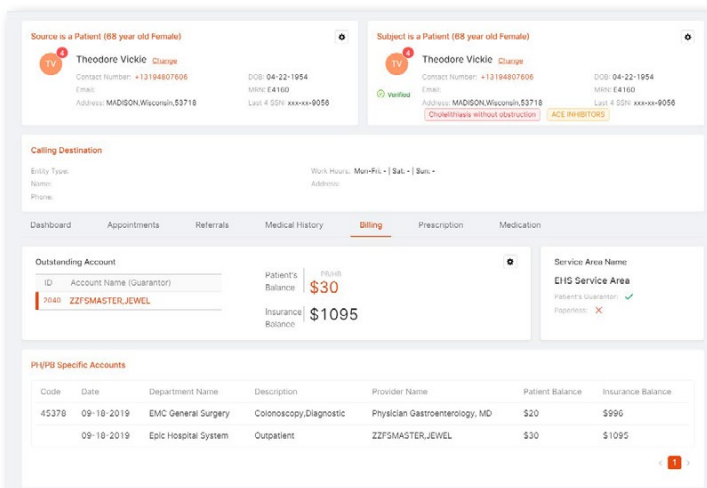
- Patient phone number
- Family members
- Patient Phone Number, ID, Insurance, Request type, etc.



The screenshot shows a 'Verify Patient' window with a search bar and a list of patients. The list includes:

PATIENTS	Date of Birth	Location	Verify
MyChart, Theodore	07-07-1948	VERONA, Wisconsin, 53593	✓
Robert, Theodore	12-06-1952	MADISON, Wisconsin, 53718	✓
Vickie, Theodore	04-22-1954	MADISON, Wisconsin, 53718	✓
John, Theodore	11-25-1937	VERONA, Wisconsin, 53593	✓

Below the list, there is a section for 'PROVIDERS' with a 'No Data' message. At the bottom, there is a 'Verify Patient' button and a 'Please complete the Patient verification' message.



The screenshot shows a 'Patient Engage' dashboard with a 'Billing' tab selected. It displays patient information for Theodore Vickie, including contact number, date of birth, and address. The 'Outstanding Account' section shows a balance of \$30 and an insurance balance of \$1095. The 'PH/PS Specific Accounts' table lists appointments and their details:

Code	Date	Department Name	Description	Provider Name	Patient Balance	Insurance Balance
45378	09-10-2019	EMC General Surgery	Colonoscopy/Diagnostic	Physician Gastroenterology, MD	\$20	\$995
	09-10-2019	Epic Hospital System	Outpatient	ZZFSMASTER, JEWEL	\$30	\$1095

#### 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 with AthenaHealth and fulfill simple patient requests like bill payments, appointment settings, and prescription refills. This allows for the overall number of calls to be decreased, allowing healthcare staff to focus on addressing more complex patient inquiries.

Vital patient information includes:

- Patient demographics
- Appointment Details
- Medications
- Outstanding/Paid Bills

# UNIVERGE BLUE® ENGAGE + ATHENAHEALTH EHR FOR HEALTHCARE



## Automated outbound notifications with Patient Notify

Reduce patient no-shows by automatically sending voice, text, and email notifications based on real-time EHR events such as upcoming appointments, prescription refills, and outstanding bills. Allow patients to respond to notifications with a simple confirmation or let them connect to a member of your healthcare organization.



### SMS Text Messages

Send notifications via text and let patients reply if needed.



### Emails

Send more than just plain text for emails including URLs and images.



### Voice Calls

Send pre-recorded messages or text-to-speech for phone calls.

## HOW MUCH CAN UNIVERGE BLUE ENGAGE + ATHENAHEALTH SAVE YOU?

### Patient Assist

- If you have
- > 1 employee
  - > Managing 75 calls a day
  - > Spending 43 seconds for patient verification

Reducing patient verification from 43 seconds down to 3 seconds using Patient Assist could free up 5 hours and 50 minutes a week!

### Patient Engage

- If you have
- > 1 employee
  - > Managing 75 calls a day
  - > Average handle time on healthcare calls is 7 minutes

Reducing calls by 70%<sup>1</sup> could free up over 6 hours in just one day!

[\(1\) Gartner Research, 2018](#)

### Patient Notify

- If you have
- > 100 appointments a day
  - > 10 patients who did not show up for their appointment each day
  - > And the average price of a visit is \$200

By reducing daily patient noshow to 8, potential earnings can increase by \$400 per day, totaling \$2,000 per work week or an impressive \$104,000 more annually.

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