

UNIVERGE BLUE® ENGAGE +

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

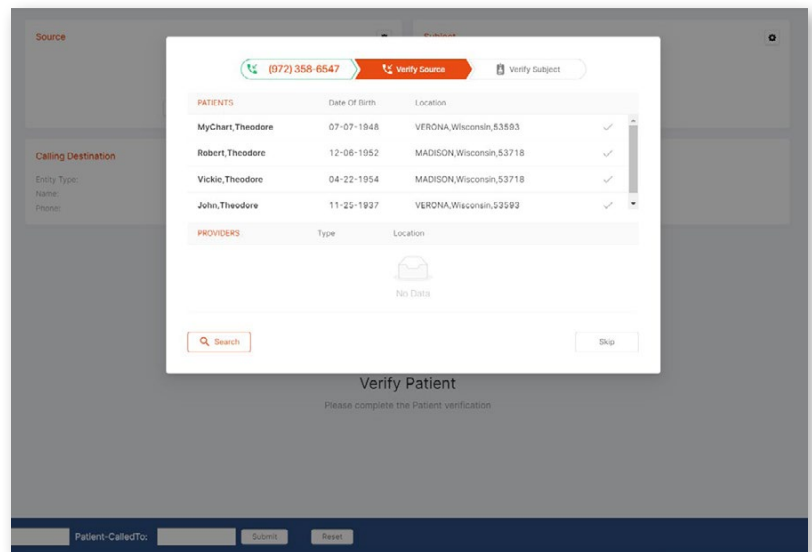
Both you and your patients want streamlined communications that saves time, is accurate, and most importantly secure. UNIVERGE BLUE ENGAGE connects to NextGen's EHR via an integration to automate tasks and streamline workflows, allowing you to focus on what you do best – providing the highest level of 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 NextGen and pops up a dashboard with relevant patient information. Quickly view appointment details and referral information to streamline patient care.

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



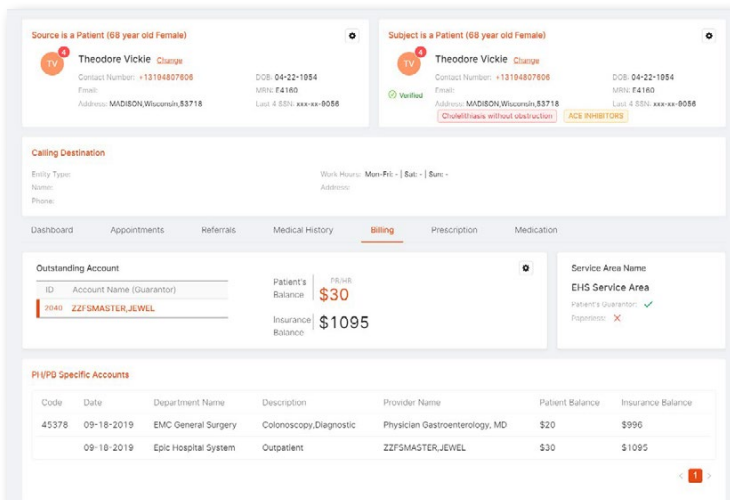
The screenshot shows a 'Verify Patient' interface. At the top, there's a search bar with the phone number '(972) 358-6547' and buttons for 'Verify Source' and 'Verify Subject'. Below this is a table of patients:

PATIENTS	Date Of Birth	Location	
MyChart, Theodore	07-07-1948	VERONA, Wisconsin, 53583	✓
Robert, Theodore	12-08-1952	MADISON, Wisconsin, 53718	✓
Vickie, Theodore	04-22-1954	MADISON, Wisconsin, 53718	✓
John, Theodore	11-25-1927	VERONA, Wisconsin, 53592	✓

Below the patient list is a 'PROVIDERS' section with a table:

PROVIDERS	Type	Location
No Data		

At the bottom, there's a 'Verify Patient' button and a 'Skip' button. The interface also includes a 'Calling Destination' section with fields for Entity Type, Name, and Phone.



The screenshot shows a detailed patient dashboard for Theodore Vickie. It includes fields for Contact Number (+13104807808), DOB (04-22-1954), MHI (F4160), and Address (MADISON, Wisconsin, 53718). Below this is a 'Calling Destination' section with fields for Entity Type, Name, and Phone. The dashboard also features a 'Dashboard' tab with sub-tabs for Appointments, Referrals, Medical History, Billing, Prescription, and Medication. The 'Billing' tab is active, showing an 'Outstanding Account' for ZZFMASTER, JEWEL with a balance of \$1095. A 'Service Area Name' section shows 'EHS Service Area' with a status of 'Patient's Guarantee' and a checkmark. At the bottom, there's a table for 'P/PPD Specific Accounts' with columns for Code, Date, Department Name, Description, Provider Name, Patient Balance, and Insurance Balance.

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 NextGen and fulfill simple patient requests like appointment settings. 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 + NEXTGEN EHR FOR HEALTHCARE



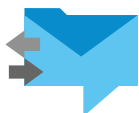
Automated outbound notifications with Patient Notify

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 + NEXTGEN 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%¹ 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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