

UNIVERGE BLUE® ENGAGE + eClinicalWorks

LEVERAGE A CONTACT CENTER THAT CONNECTS TO ECLINICALWORKS 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 eClinicalWorks'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.

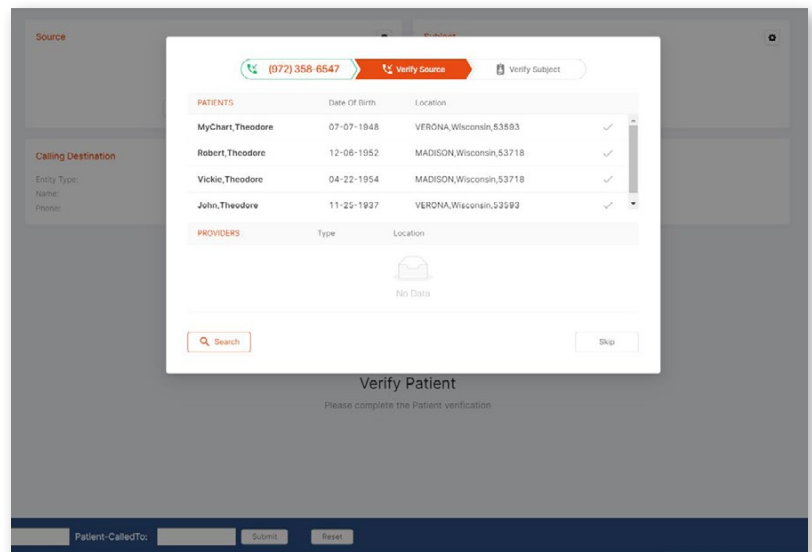
SUPPORTED WORKFLOWS

Expedited Patient Verification and Call Resolution with Patient Assist

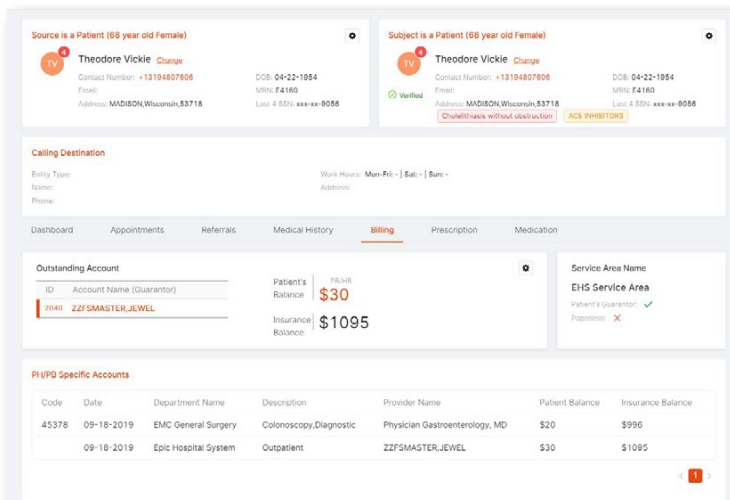
In tandem with an incoming call, Patient Assist automatically looks up a patient's caller ID connected to their record in eClinicalWorks and pops up a dashboard with relevant patient information.

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' window with a search bar at the top containing the phone number (977) 358-6547. Below the search bar is a table of patients with columns for Name, Date of Birth, and Location. The table lists four patients: MyChart, Theodore (DOB: 07-07-1948, Location: VERONA, Wisconsin, 53583), Robert, Theodore (DOB: 12-08-1952, Location: MADISON, Wisconsin, 53718), Vickie, Theodore (DOB: 04-22-1954, Location: MADISON, Wisconsin, 53718), and John, Theodore (DOB: 11-25-1927, Location: VERONA, Wisconsin, 53592). Each row has a checkmark in the rightmost column. Below the table is a 'PROVIDERS' section with a search bar and a 'Skip' button.



The screenshot shows a dashboard for a patient named Theodore Vickie. It includes fields for Contact Number (+13104807808), DOB (04-22-1954), and Address (MADISON, Wisconsin, 53718). Below this is a 'Calling Destination' section with fields for Entity Type, Name, and Phone. A 'Dashboard' section shows 'Outstanding Account' with a balance of \$30 and 'Insurance Balance' of \$1095. A 'Service Area Name' section shows 'EHS Service Area' with a status of 'Patient's Insurance: X' and 'Populations: X'. At the bottom is a table of 'P/PPD Specific Accounts' with columns for Code, Date, Department Name, Description, Provider Name, Patient Balance, and Insurance Balance. The table lists two accounts: 45378 (09-18-2019, EMC General Surgery, Colonoscopy, Diagnostic, Physician Gastroenterology, MD, \$20, \$996) and 09-18-2019 (Epic Hospital System, Outpatient, ZZFMASTER, 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 eClinicalWorks 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 + eCLINICALWORKS 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 + eCLINICALWORKS 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 noshows 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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