Great patient experiences start with Genesys

Healthcare providers are facing challenges, from proliferation of communication channels used to contact patients, to difficulty of scheduling doctors and hospital beds with efficiency and transparency, and increasing demand to secure payments from individual patients. These, coupled with the increasingly high standard for customer experience in other parts of the private sector, are creating a need to dramatically improve the customer experience delivered by healthcare providers. The Genesys Customer Experience Platform provides solutions that improve efficiency and the customer experience in nearly all facets of the healthcare provider’s business.

Any resource, anywhere

Route contacts to the best skilled resource available across the company:
• Contact centers and branch offices
• Hospitals, clinics and surgical centers

Proactive communications

Notify customers via phone, text and email for:
• Appointments
• Wellness reminders

Digital channels

Use chat, co-browse, email and mobile apps to increase online completion rates for:
• Appointment scheduling
• Prescription refills

Business optimization

Aggregate, prioritize and distribute work to the best resource to meet:
• Patient SLAs
• Business priorities

Employee engagement

Plan, schedule, train and monitor quality in the front and back office to deliver:
• More efficient services
• Great customer experience

Find out more at: www.genesys.com/solutions/industry/healthcare

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