

# Improving the Patient Experience

Capital Business Systems provides healthcare organizations with contact center tools that simplify and improve the patient experience—while increasing service delivery efficiency and relieving pressure on staff.



The interactions between patients and healthcare providers extend far beyond face-to-face visits: how conveniently patients can schedule and change appointments, how quickly they can reach the right professional, how easily they can find information - these factors are also important.



## HEALTHCARE CHALLENGES

- Patients expect to be able to reach you using their preferred channel—whether phone, web chat, email, SMS, or even social media
- Hold/wait times cause frustration, and are often symptoms of inefficient inquiry routing
- Staff are under pressure to find information, to modify schedules and appointments, to process payments—and the list goes on
- Onsite technology solutions are complicated to use and to integrate—and you want to put resources into healthcare, not an IT team!



## CAPITAL BUSINESS SYSTEMS SOLUTIONS

Our contact center's Dynamic Notifications feature dramatically improves outreach and engagement:

- **Omni-Channel Queues** that efficiently direct incoming requests to the optimal team or individual—no matter the contact channel
- **Enhanced IVR** (Interactive Voice Response) to rapidly triage calls and automatically direct patients to the right professional—fast!
- **Dynamic Notifications** to automate all aspects of communication in a patient-friendly manner
- Get scalability, dependability, and simplicity with a solution that's **hosted and managed**

## TRANSFORMING HEALTHCARE—FOR PATIENTS AND PROVIDERS

The digital transformation allows healthcare providers to increase both effectiveness and efficiency by using powerful tools to automate and enhance a long list of crucial logistics.

These same tools also have an enormous positive impact on the patient experience by making it easier to book or change appointments, to quickly get in touch with the right professional, to renew prescriptions, and to stay engaged in care programs.

Healthcare is changing for the better, and we are proud to help enable this transformation.

Capital Business Solutions helps healthcare providers deliver a better patient experience— through best-in-class contact center features that create efficient interactions, meaningful insights, productive teams, and an overall superior patient experience.

### TRANSFORMING HEALTHCARE

Our cloud contact center addresses many important healthcare use cases, including:

- **Improving the patient experience** by making communication more convenient and effective
- **Facilitating patient outreach and engagement** through automated communications channels
- **Extending care team collaboration** to ensure anywhere, anytime accessibility
- **Maintaining high compliance** standards across all communications channels and payment options
- **Leveraging Electronic Health Records** to improve personalization and increase self-service

Questions? Contact Us Today.

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[www.capitalmds.com](http://www.capitalmds.com)