



PatientDial

Cloud-based dialing platform to increase your bottom line—and patient satisfaction

Like you, patients are busy and want convenience. Your organization needs to collect past due patient debt and patients need to pay. Make both easier using a cloud-based dialing platform that offers both inbound and outbound communication options. The result—increased collections, improved patient engagement and greater patient satisfaction. Who says you can't have your cake, and eat it, too?

PatientDial is a cloud-based dialing platform that provides inbound, outbound and blended call environments and can accommodate both live agent and blaster (unattended) messaging campaigns. With PatientDial, interactive voice response (IVR) services are also available to route calls to the proper agents and handle automated and after hours payments.

How we do it

- Bill reminders and self-pay options—Reduce the need for agent interaction and provide self-care options, such as automated balance retrieval, bill requests, and pay-by-phone options
- “Queue callback”—eliminate the need for patients to remain on hold. The system will automatically call them back the moment an agent is available.
- Automatically displays a patient's account information at the point of call connection
- Easy-to-use graphical user interface reduces training time and the need for IT resources
- Monitor agent activity for performance, including call volumes and durations, to make strategic decisions and process flow adjustments
- Comply with industry regulations—Quickly scrub a phone list to remove cell phones for compliance reasons
- Send automated, mass voice messages—Quickly broadcast important messages to a large group at once (e.g., emergency notifications)

What you get

Maximize in-house cash collections and recovery rates

Decrease collections costs

Improve patient satisfaction

Expand patient engagement channels

Allow patients to pay at their convenience

Reduced IT workload – Experian Health does the heavy lifting

Works well with

Combining PatientDial with **Collections Optimization Manager** increases your ROI by leveraging screening results and segmentation to focus efforts on patients most likely to pay, and our **PaymentSafe®** solution provides secure payment processing through the IVR. Bundling PatientDial with our **Patient Self-Service** portal and **Patient Statements** product provides added payment convenience and flexibility for your patients.