SpinSci

Patient Assist

82% of patients say quality customer service is the most important factor when choosing care

An omnichannel high touch contact center service with real time EHR integration eliminates disconnected workflows and misaligned processes to better support patient clinical needs with a 360° view of the patient record for efficient triaging and speed to care.

42% of patients stated that they had trouble getting health records from their provider during a time of need
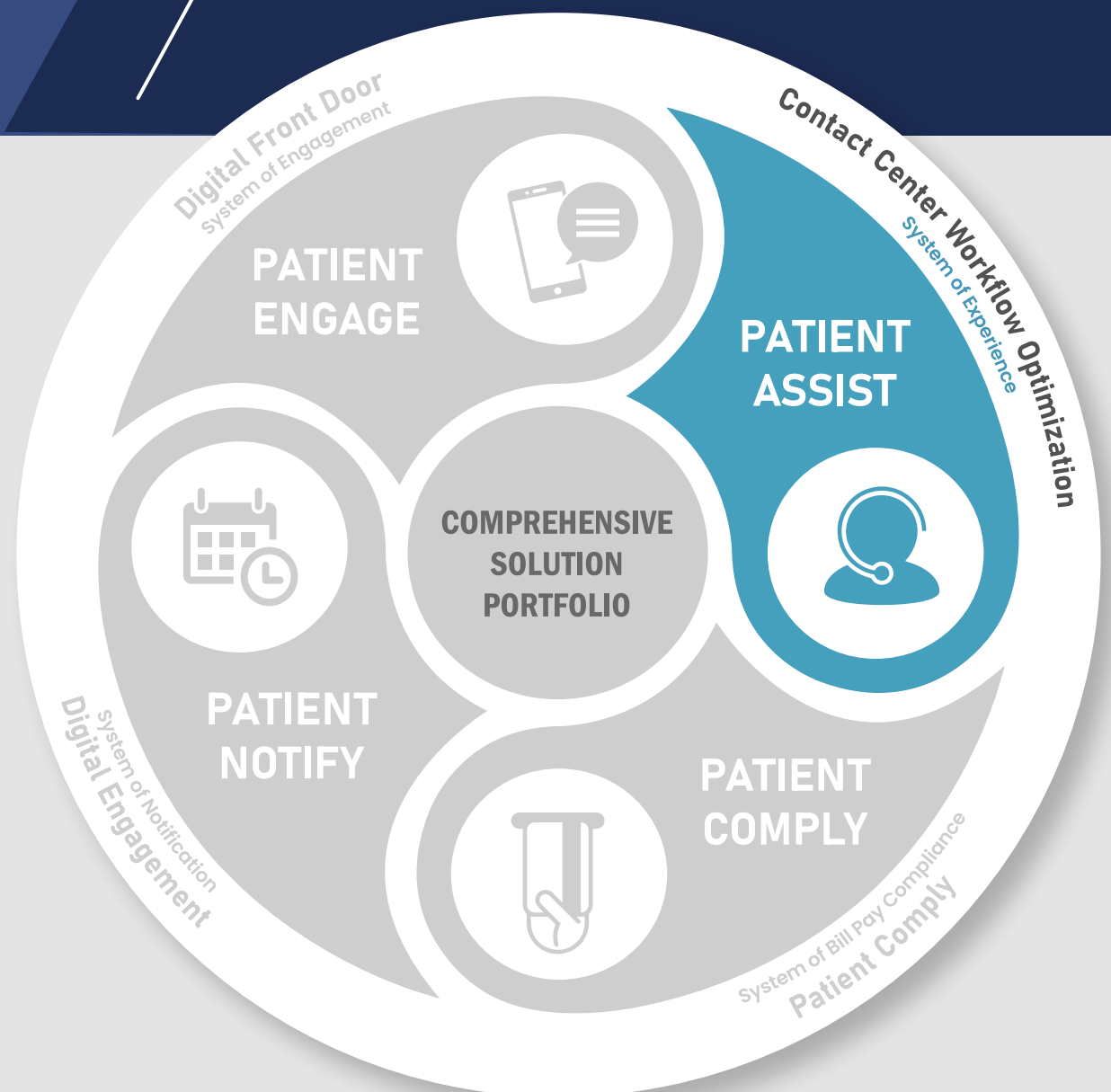
Value Drivers

- Efficient knowledge driven interactions

- Provide patient information at agent's fingertips

- Effective Revenue Cycle Management

Digital Front Door
System of Engagement

PATIENT ENGAGE

Contact Center Workflow Optimization
System of Experience

PATIENT ASSIST

COMPREHENSIVE SOLUTION PORTFOLIO

PATIENT NOTIFY

System of Notification
Digital Engagement

PATIENT COMPLY

System of Bill Pay Compliance
Patient Comply

Better Access. Better Healthcare.

Mercy Health Nurse Triage

Mercy+

43 Sec — Avg time saved per call

<30 Sec — Avg speed to answer

06 Hrs — Nursing saved hours per day

"Our nursing staff loves SpinSci Patient Access Care and saw the value the minute we went live with it."

Our feature rich AI-powered suite of solutions empowers healthcare organizations to enhance patient outcomes while meeting key KPIs.

Key Features

Patient Identification

Patient Appointment Details

Patient Authentication

Patient Address Verification

Click-to-chat from EHRs

Screen Pop to EHRs

Patient Vitals

Patient Billing Details

Click-to-call from EHRs

Click-to-video from EHRs

Patient Pay Bill

Patient Geo-location

Patient Referral Details

Patient Triage Details

Patient Media History

PCI Solution for CC Payments

Patient Demography

Patient Insurance Verification

Hospital Estimated Wait-times

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