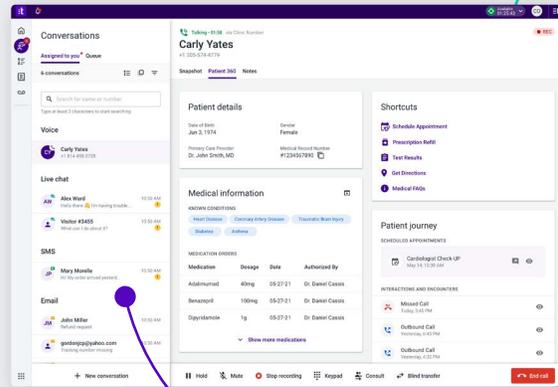**MetTel | :talkdesk®**

HEALTHCARE & LIFE SCIENCES

Talkdesk Healthcare Experience Cloud™ for Providers

The first contact center solution built to deliver a synchronized, personalized, and radically convenient patient journey.

Improved patient experiences

Better outcomes

Lower costs
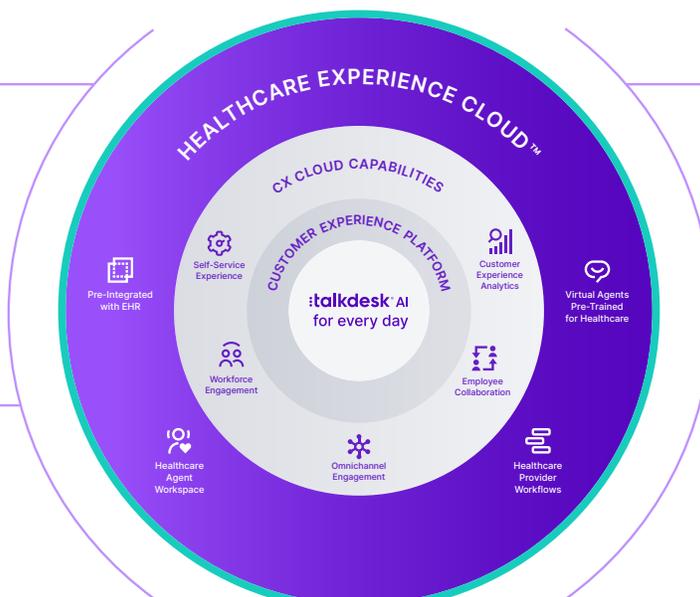
Improved staff experience

The patient experience is undergoing a revolution. Driven by innovative consumer experiences in other industries, service expectations have never been higher. Leading providers know they must reimagine the patient journey as new models of care emerge and disruptive innovation in the industry continues.

Talkdesk Healthcare Experience Cloud is a contact center solution that's purpose-built to meet providers' needs. It comes pre-integrated with EHR systems, pre-designed with provider-patient workflows, and pre-trained with AI for healthcare expertise.

Key features

EHR Integration surfaces key information for tailored interactions across the patient journey.

Healthcare Provider Agent Workspace gives staff a unified view of patient context from previous interactions, medical history, next-best actions, and other information within a single interface.
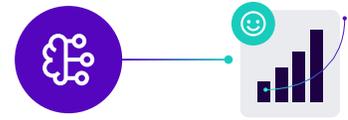

Virtual Agents for Healthcare are AI-powered, conversational bots that use EHR data and healthcare-trained natural language processing to solve patient issues and personalize interactions.

Healthcare Provider Workflows leverage AI to streamline interactions and automate processes such as payments, appointment management, and prescription refills.

Capabilities

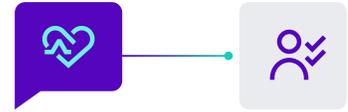**Empower agents with actionable insights.**

Talkdesk Healthcare Experience Cloud uses AI and integrations with your systems of record to proactively meet patient needs during interactions in real time.

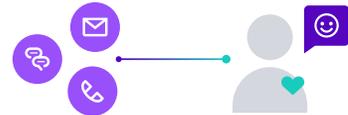Improved patient experience

Gather conversational insight.

Medical-grade cognitive intelligence recognizes medical and pharmaceutical terms as your patients speak and uses this information to accurately recommend the next-best actions of care.

Deliver medical recommendations
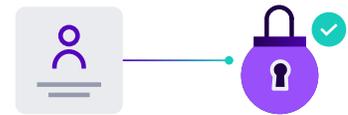
Reach patients where they are.

Omnichannel communication through voice and digital channels, including SMS, email, and live chat, orchestrate patient-provider touchpoints. Automated notifications enable bi-directional interactions to meet patient demands.

Omnichannel communications

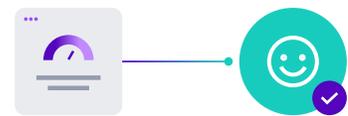**Provide enhanced security and ensure compliance.**

HIPAA compliance secures ePHI for patients, payers, and providers. As a trusted product, Talkdesk Healthcare Experience Cloud implements industry best practices for security, privacy, and business continuity.

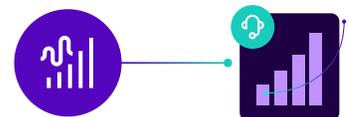Assured security & compliance

Measure performance.

Dashboards and feedback empower your teams with metrics to track KPIs and surveys to capture, analyze, and act on patient insights. Gain the data needed to make informed decisions that lead to happier patients and better outcomes.

Data insights lead to better outcomes
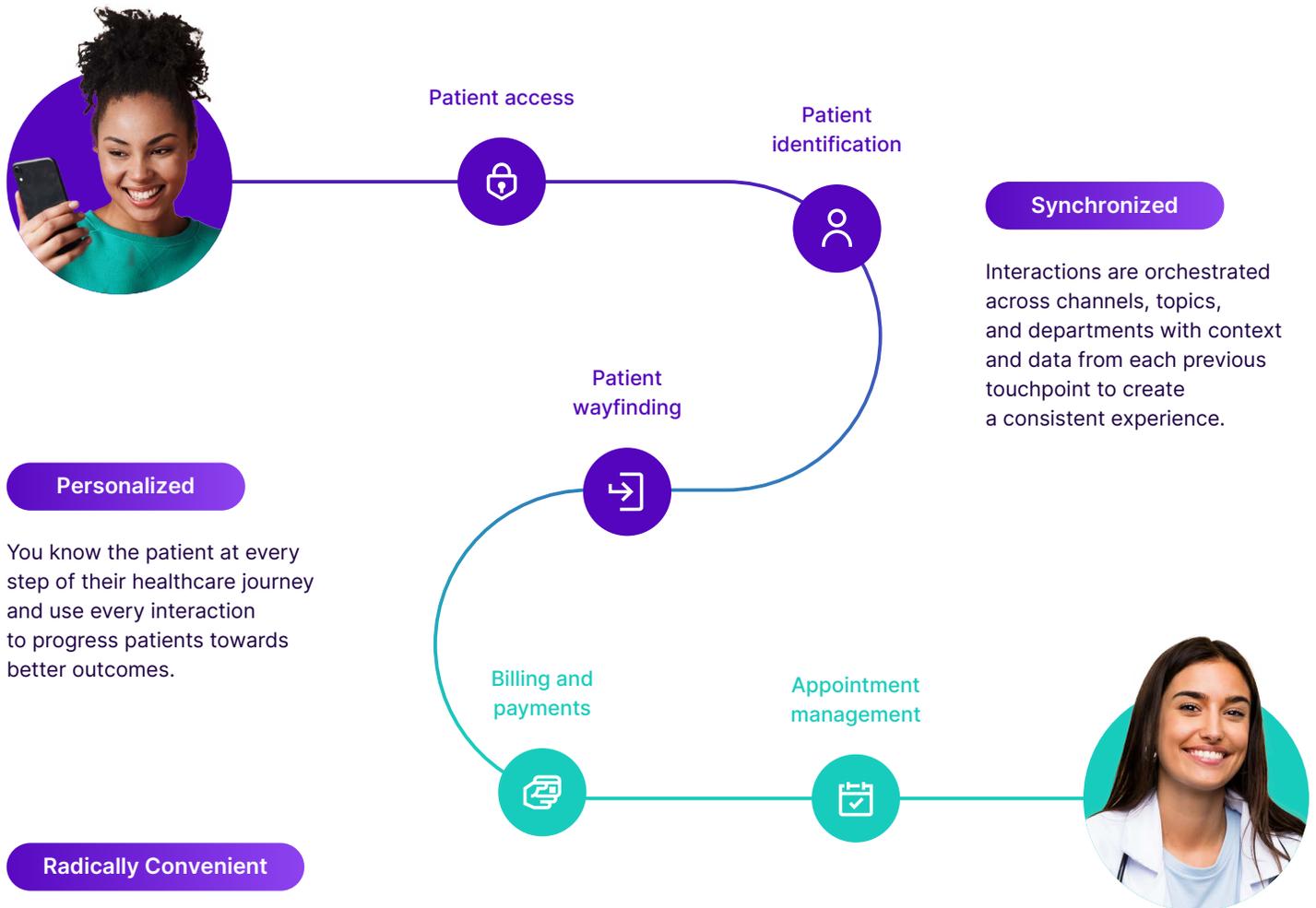
Streamline workforce engagement in any team structure.

Screen and voice recording enables supervisors to understand patient and member concerns and hold service teams accountable for every interaction.

Improved workforce engagement

Imagine if every patient interaction is:

Patient access

Patient identification

Synchronized

Interactions are orchestrated across channels, topics, and departments with context and data from each previous touchpoint to create a consistent experience.

Patient wayfinding

Personalized

You know the patient at every step of their healthcare journey and use every interaction to progress patients towards better outcomes.

Billing and payments

Appointment management

Radically Convenient

Patients can communicate with providers 24/7, any time, anywhere through their channel of choice, on any device.