

One Platform for Intelligent, Connected Healthcare Communications

A Communications Solution for Modern Challenges

Today's patients expect a personalized, seamless experience across chat, social, video, messaging, and voice from any device. Plus, they want more self-directed options. Similarly, your staff needs smart tools to connect faster and access critical insights from your electronic health record (EHR) systems at just the right time. Integrating your communications across patient touchpoints enables intelligent, connected experiences for both staff and patients.

76%

of providers believe they do patient engagement well

54%

of patients said they were happy with provider communication¹

Empower Your Care Team's Connectedness

RingCentral MVP™ — our industry-leading cloud communications system — is the foundation for your intelligent communications platform. Through its integrated messaging, video conferencing, and phone services, our MVP solution streamlines point-of-care communications and health service coordination to improve patient outcomes. This HITRUST CSF-certified solution creates a highly secure and robust collaboration hub for:

Robust point-of-care collaboration and treatment coordination

One-touch collaboration via push-to-talk capabilities

Complete ePHI exchange (files/links/desktop sharing)

Conversation-intelligence reporting to measure staff/patient sentiment

Full telehealth service coordination and delivery (video or voice-only)

Simple and centralized web-based user and system administration

Advanced analytics and user performance insights

Access from anywhere from devices of choice (desktop/tablet/mobile)

¹ Pega Survey - 2022

Achieve a New Level of Patient Engagement & Experience

[RingCentral Contact Center](#) is the second critical aspect of your intelligent communications platform — providing one highly accessible center for all patient service coordination. Imagine patients calling your organization for appointments, billing inquiries, or clinical questions, and you automatically connect them to a patient-care navigator (PCN) or team of triage clinicians. Even better, they can self-direct many inquiries without staff assistance at all.

The Building Blocks of Your Patient Access Center

Intelligent routing for efficient, personalized patient interactions

AI-determined intent and context that moves across channels give staff the right data at the right time.

Conversation intelligence to automate patient-sentiment capture/assessment

Ensure best practices, plus increase how many calls get converted to appointments.

Analytics, reporting, and supervisor tools to elevate your patient service

AI-generated records and widget-based dashboards provide real-time reporting. Call monitoring and omnichannel analytics across patient touchpoints help managers optimize PCN performance.

Automated patient support to increase your PCNs' productivity

AI-enabled virtual agents automate common inquiries or gather information before transferring to an agent, auto-blended inbound/outbound queues handle fluctuating call volumes, and auto-dialers handle high-volume programs such as promos or surveys.

Workforce engagement optimization to improve efficiencies

Optimize scheduling, surveys, speech and text analytics, and performance coaching.

Extract New Value from Your EHR

Leverage RingCentral's partnership with SpinSci, the industry's leading patient experience solution provider, to unlock that data's potential. By activating the pre-built integration, you can [enable real-time EHR information flow](#) to contact center agents and clinicians to foster efficient care coordination and data-driven decisions for better patient health care outcomes.



AI-Enabled Service Efficiencies

Go well beyond standard messaging, video, and phone capabilities to provide a 360-degree view of patients when they call. This view provides highly customizable data insights, such as:

- Identification/authentication
- Preferred pharmacy details
- Automated pause & resume
- PCI bill-pay/insurance details
- Medical conditions
- Workflow handoff to EHRs
- Referral details
- Appointment details
- Prescription details
- Demography
- Patient encounters
- Billing details
- Workflow handoff to CRM
- Nurse triage incident details



Personalized Inbound Engagement

Provide a call-generated, 360° patient view for your staff - while you also create a digital front-door for patient self-service. Our system offers pre-configured voice and chatbot interfaces for inbound clinical workflows. Key features and capabilities include:

- Appointment Scheduling
- Bill Payment
- Prescription Management
- Call Steering
- AI-Powered Multi-Language Support
- Post-Call Surveys
- Patient Identification/Verification
- Flexible Reporting
- EHR Password Reset
- Support Domain Password Reset
- Multi-EHR/CRM Integration
- Omni-Channel Support

Personalized Outbound Engagement

Automate patient notifications triggered by real-time events (appointments, prescriptions, bill reminders, order/referral notifications, and more). When patients respond, your organization benefits from real-time updates to your EHR. Other key features and capabilities:

Wellness Reminders

Voice/SMS/Email Support

Patient Communication Preferences

Command Center for Operations

API Interface for Workflow Integration

Pre-Op/Inter-Op/Post-Op Notifications

Satisfaction Surveys

Flexible Reports

Configuration/Admin Web Portal

Real-Time EHR Updates



Improved Financial Performance

When you integrate the RingCentral platform with your EHR, you improve the experience of your teams and patients — but you can also improve critical KPIs. For example, referral churn. Based on MGMA Stats, referrals represent around 20% of total patient revenue. Nearly 60% of referral communication is fax-based, yet 45% of faxed referrals fail to convert to appointments (referral churn). An integrated platform improves internal awareness and response to referrals to recoup significant lost patient revenue from improving this single KPI (among many others).



20%
of total patient
revenue comes
from referrals.

~60%
of referral
communication
is fax-based.

Yet 45%
of faxed referrals fail to
convert to appointments.

MGMA Stats

The Value of the RingCentral Intelligent Communications Platform

Patients and care teams expect and deserve personalized, connected experiences across the full care continuum. Connect every phase of your healthcare operations and the patient-care journey through integrated channels for efficient engagement between your teams and patients — with one intelligent, AI-enabled communications platform. Experience benefits throughout your organization and your patient community, including:



Patient-Centric

- Improve access and speed to care
- Broaden self-service options
- Build greater patient outcomes



Staff-Centric

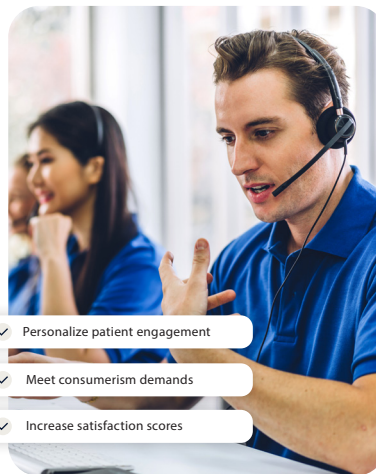
- Improve care team and point-of-care (POC) collaboration
- Automate high frequency inquiries
- Reduce staff burnout

Intelligent communications you can trust



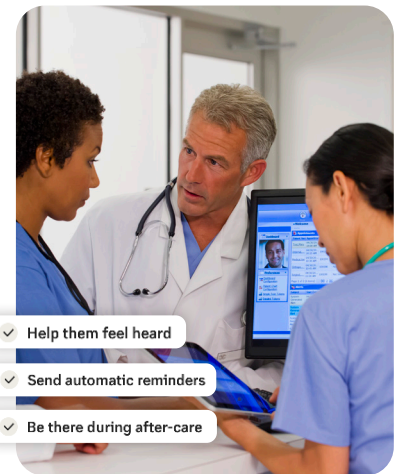
- ✓ Make informed care decisions
- ✓ Reach specialists instantly
- ✓ Bring the team closer together

RingCentral
MVP



- ✓ Personalize patient engagement
- ✓ Meet consumerism demands
- ✓ Increase satisfaction scores

RingCentral
Contact Center



- ✓ Help them feel heard
- ✓ Send automatic reminders
- ✓ Be there during after-care

Integrated
EHR Workflows

For more information, please visit ringcentral.com/healthcare to request a demo or chat with a representative.



RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

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