



Patient Assist

Imagine a patient calling your contact center for an appointment, billing inquiry, or clinical question. What if your agents and clinicians immediately knew who the patient with a 360° view of their administrative and clinical information at their fingertips. SpinSci’s Patient Assist provides a single pane of glass view of the patient record from the Electronic Health Record (EHR) allowing agents and clinicians to drive speed to care supporting efficient and effective decisions leading to better healthcare interactions.

Why Choose Us!

Patient Identification/
verification automated
with realtime link to EHR

Efficient patient
triage supported by
data from the EHR

Clinical actions
optimized with workflow
hand-off to the EHR

Key Features

Identification/Authentication

Appointment Details

Preferred Pharmacy Details

Prescription Details

Automated Pause & Resume

Demography Details

PCI Bill Pay

Insurance Details

Patient Encounters

Medical Conditions

Billing Details

Workflow Handoff to EHRs

Workflow Handoff to CRM

Patient Sentiment

Knowledge Management

Visual Queue Geo-location

Referral Details

Nurse Triage Incident Details

Success Story

A midwestern health system was seeking a solution to improve patient experience for their Nurse Triage service line leveraging their contact center and Epic EHR.

Business Objective

To increase patient intake, reduce abandon rates, decrease handle times, and offer self-service option.

SpinSci Solution

Provided an integration of Epic & the health system's contact center through a patient detail dashboard for easy identification & verification with context management to Epic.



43 Seconds

Average time saved per call for identifying & verifying patients



43 Seconds

Average speed to answer. Reduced speed to answer from 2 min to <30 Sec



< 5%

Abandonment rate. Reduced abandonment rate to less than 5%



6 hours

Average time saved per day. Savings of 6 hours per day total for nurses combined

Driving Values

Operational Efficiencies

- Decrease no-shows, cancellations & readmissions
- Improve medication adherence
- Improve revenue cycle & financial operations
- Improve referral management

Patient Experience

- Provide proactive notifications supporting better control of care activities
- Proactively provide self-service options to patients
- Improve access and speed to care

Organizational Objectives

- Improve patient engagement and loyalty
- Establish metrics for business decisions
- Flexibility to expand to additional workflows