



Patient Engage

SpinSci's Patient Engage is a digital front door solution that allows patients to perform self-service operations to take control and manage their own healthcare workflows. Patient Engage offers pre-configured voice and chatbot interfaces for appointment scheduling, bill payment, prescription management, and other clinical workflows - all with real-time integration to the Electronic Health Record (EHR).

Why Choose Us!

Pre-configured Self-service Patient Access Workflows

Digital channel support (Voice & Chatbot) with realtime EHR integration

Live assist for high touch contact center support

Key Features

Call Steering Application

Patient Identification/Verification

Appointment Scheduling

PCI enabled Bill Pay

Prescription Refill

Flexible Reporting

EHR Password Reset

AI powered

Multi-language Support

Domain Password Reset

Omni-channel Support

Multi-EHR Integration

Post Call Surveys

Multi-CRM Integration

Success Story

A Minnesota health system was seeking a solution to improve patient engagement.

Business Objective

- Consolidation of various patient and provider numbers
- Transformation of patient experience through voice recognition
- Provide patients easy navigation for self-service appointment handling
- Provide robust metrics on self-service application

SpinSci Solution

SpinSci’s Patient Engage solution bridged a real-time interface with Epic to deliver an Intelligent Virtual Agent (IVA) capturing patient intent and handling patient appointments.



98%

Natural Language Success Rate

High degree of understanding of patient intentpatients



+22.8%

Containment Rate

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



5 Hrs/Day Daily Staff Productivity

With automated and Optimized Workflow

Driving Values

Operational Efficiencies

- Improved staff productivity
- Improved call deflection and containment
- Reduced dependence on legacy batch updates with real-time EHR integration
- Increased patient self-service adoption

Patient Experience

- Patients allowed an open dialog with system (i.e. FAQ)
- Proactively provide self-service options to patients
- Improve access and speed to care
- Improve patient engagement