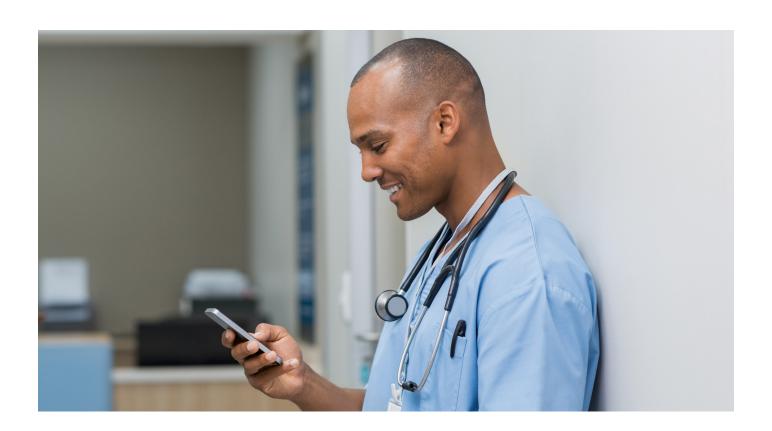# RingCentral

4 provider tips for patient education

In the summer of 2021, CVS released a report of insights gleaned from healthcare consumers regarding their healthcare journeys. The results were eye-opening for providers; many patients don't have high levels of health literacy when it comes to healthcare costs and insurance coverage.

Providers have the duty to educate their patients about these topics to ensure they get the care they need when they need it. We've compiled the top tips for providers to educate their patients using healthcare communication tools.

1. **Leverage unified communications platforms** to create a dedicated hotline for patients with questions about their insurance coverage. Unified communications platforms offer a set of tools that can be utilized in contact center settings, which give patients the reassurance that someone is there for them to answer questions when they need it.

2. **Offer flexible communication options to patients**. A [unified communications solution](#) delivers multiple communication channels in a single platform. Patients have the flexibility to reach out to providers how and when they want to ask questions about their coverage and healthcare costs.

3. **Provide self-service options** for patients to find information on their own. A unified communications platform supports a knowledge base or other self-service option so patients can find the information they need when they want.

4. **Automate communications**. Unified communications platforms can send out an automated message after a patient visits a provider with a link to more information (including information about health insurance and anticipated costs). This gives patients greater confidence and awareness about their healthcare journey.

About RingCentral

Engage and educate patients with RingCentral's unified communications platform

RingCentral's unified communications platform engages and educates patients through flexible communication channels, contact center functionality, self-service options, and automated messaging. To learn more about how providers can leverage a unified communications platform, get a demo.

Put connection at the center of care.

Deliver better patient and member experiences via your healthcare program and bring down costs with modern and secure cloud communications.

RingCentral is where communication meets innovation. We provide a robust, secure and global cloud communications platform with messaging, video and phone. We help healthcare organizations everyday improve collaboration and productivity and ultimately drive better patient outcomes.

Visit us at ringcentral.com/healthcare or call 833-907-3437.

For more information, please contact a sales representative.
Visit us at
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RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud Message Video Phone™ (MVP™), customer engagement, and contact center solutions for businesses worldwide. 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'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.

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