

Elevating patient experiences with AI

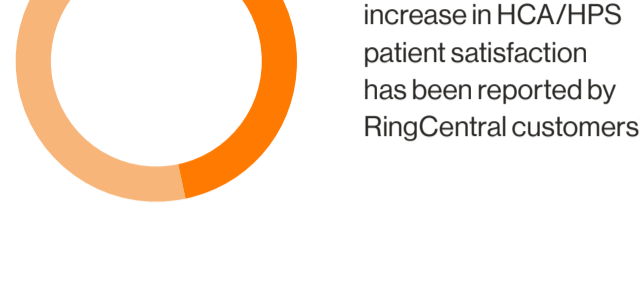
Top 5 reasons healthcare providers use RingCentral AI to transform their communications

AI is transforming healthcare communication. RingCentral AI is at the forefront of this transformation, helping healthcare providers create more efficient and impactful interactions at every stage of care delivery. The following are the top five reasons why healthcare providers choose RingCentral to power their transformation initiatives to elevate patient experiences and improve overall satisfaction and outcomes:

1. Enhanced patient engagement

RingCentral AI helps healthcare providers proactively engage patients before, during, and after care. With automated messages and workflows, providers can

make it easy for patients to conduct prescreens, schedule appointments, understand pre-care instructions, seamlessly check-in, and take preventative care measures. After care, patients can receive post-care surveys, automated follow-ups on how they are feeling, and reminders for their care regimen, as well as leverage telehealth sessions or schedule follow-up appointments to keep their care on track. These active engagements can help reduce readmissions or potential complications, especially when combined with remote health monitoring tools.

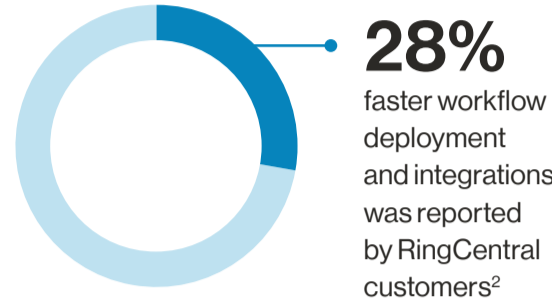


2. Efficient workflow automation

With RingCentral AI, healthcare providers can automate and streamline routine tasks, such as documenting care delivery, setting appointments, and conducting follow-ups, freeing up valuable time for healthcare professionals to focus on direct patient care. Using Intelligent Virtual Agents (IVAs), patients can call or chat

to schedule appointments when it is most convenient for them, without needing to connect with a live agent. Patients can also interact with chatbots to ask common questions, or even for basic prescreening. While more advanced inquiries can be routed to the appropriate care team for prioritization and response.

Healthcare providers can take advantage of RingCentral's open API platform to easily integrate critical systems with their AI-powered communications. RingCentral provides ready to use integrations for today's popular Electronic Health Record (EHR) systems and Customer Relationship Management (CRM) tools, as well as numerous low-code and pro-code tools that enable providers to build custom integrations on top of RingCentral's 500+ APIs.



CHG Healthcare

"Our BI team wrote a replication process for our old phone system, to pull specific call data into a SQL database and give it to different departments to share insights into their teams' performance. RingCentral's API made it easy for the BI team to recreate that process in our new telephony environment, without having to rebuild any of their custom code."

– Terry Smith, Director of IT Operations at CHG Healthcare

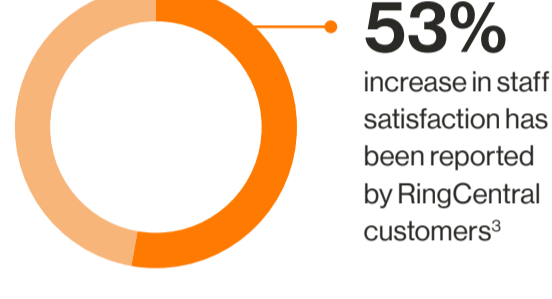
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3. Data-driven insights

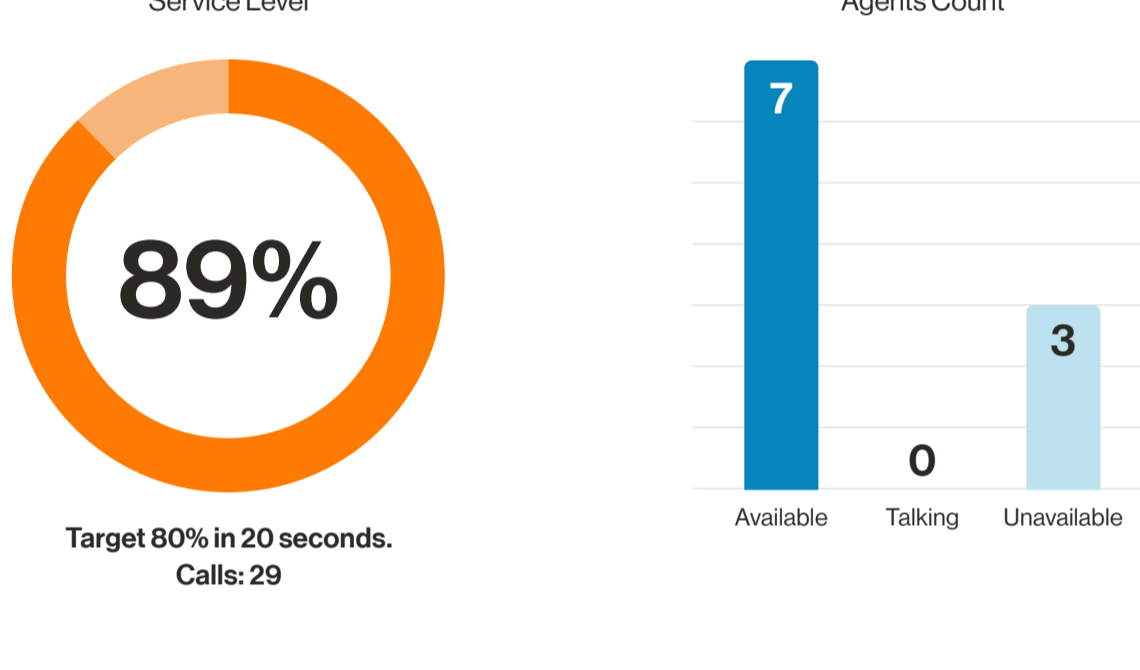
RingCentral AI turns healthcare communications data into insights to help providers identify opportunities to improve staff effectiveness and patient experiences. For example, RingCentral AI-powered conversation intelligence can automatically record and summarize

calls, distilling key points into distinct categories for quick reference during and after the interaction to help staff stay on top of patient questions, concerns, and next steps.

Sentiment analysis provides valuable insights into call energy levels, key words, talk time, questions asked, and more, along with recommendations that healthcare providers can use to improve the impact of each interaction and, if needed, intervene or course-correct to improve outcomes. Insights can even be used to increase referrals and conversions, helping providers quickly identify the needs of a patient and route them to the right resources to keep them engaged in their care.



Real-time insights can be applied to optimize staffing to increase retention, productivity, and patient satisfaction.



4. Enhanced security and compliance

RingCentral meets stringent security and compliance standards, including HIPAA, SOC 2, SOC 3, and HITRUST, to ensure all communications are protected and meet regulatory requirements. RingCentral

safeguards sensitive patient data with robust security features such as end-to-end encryption, secure document sharing, and access control, effectively protecting against unauthorized access and breaches.

HITRUST CSF Certified

"RingCentral had a lot going for it in terms of functionality and industry reputation. But the big differentiator for us was that RingCentral had earned HITRUST certification. For healthcare organizations, that's the gold standard because it demonstrates the platform meets the requirements of several data-privacy regulations, most importantly HIPAA. What's great about RingCentral being HITRUST-certified is that our staff can communicate anywhere, on any device, by phone, chat, or video, and I know those communications will be secure and HIPAA compliant. That peace of mind is invaluable."

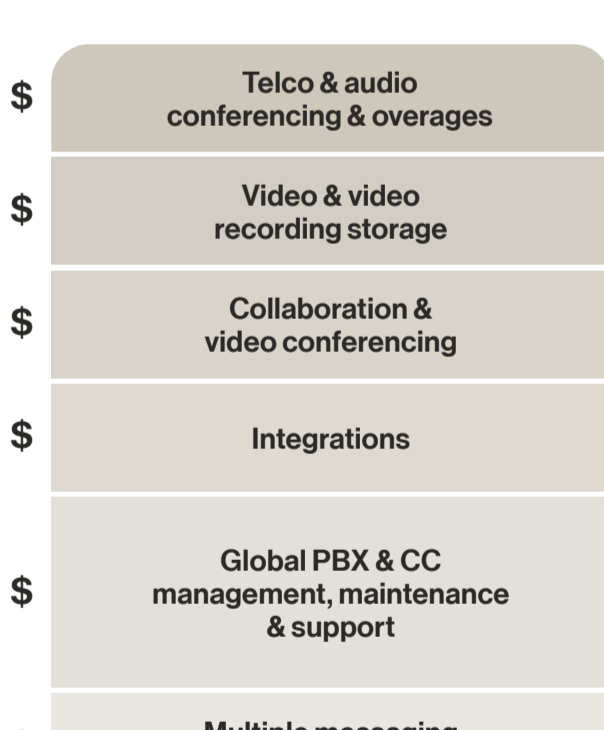
– Darryl Flores, Director of Gonzaba's Patient Access Center

5. Cost savings

RingCentral enables healthcare providers to consolidate their communications infrastructure into a single, secure platform, saving as much as 50% over siloed solutions. No longer do providers need to purchase, manage, and maintain all that goes

into legacy PBX infrastructures and multiple point solutions. Instead, they can deploy a single end-to-end communications solution (UCaaS/CCaaS/CPaaS/AI/Events) that reduces the overall costs and complexity of their operations.

Siloed solutions



Single vendor enterprise platform



RingCentral's cloud solution can help you save **up to 50%**



Unlock **potential benefits** across your company



Lower Costs, increase productivity and enable your business

RingCentral capabilities, such as AI-powered automation and assistance, can deliver additional productivity and efficiency gains. For instance, when staff fields patient calls, they can rely on RingCentral to take accurate notes in real time and produce

summaries. This allows them to focus solely on listening and helping the patient. An AI translator and writer can also save time and improve interactions by enabling seamless communication with polished messages across multiple languages.

Sun River Health

"It was so important to find a phone solution with just the right mix of functionality and flexibility—to help us cut down wait times, increase our agents' efficiency, and better serve our patients. RingCentral helped us achieve all these goals, all while saving us \$350,000 a year."

– Eric Brosius, Vice President of Technology Services at Sun River Health

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CHG Healthcare

"Moving our entire organization onto RingCentral is changing how we pay for telephony in several ways. We no longer have the standard long-distance calling rates we were paying. We won't need to buy telephony hardware anymore. And we'll be consolidating several communication services onto RingCentral, which we've been paying for separately, such as video conferencing and faxing. The savings we expect from this migration is jaw dropping. Based on our projections, we anticipate RingCentral is going to reduce our overall telephony expenses by \$600,000 the first year, and then another \$500,000 the following year. I'd call that a win."

– Terry Smith, Director of IT Operations at CHG Healthcare

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For more information, please contact a sales representative.

Visit ringcentral.com or call 855-774-2510

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions. More flexible and cost effective than legacy on-premises 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 RingEX™, 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.

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