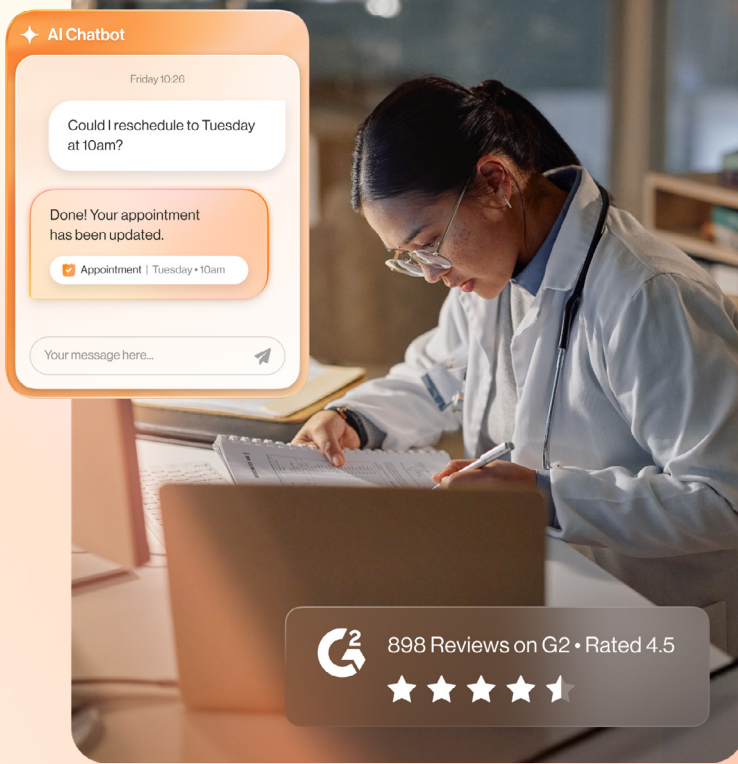


Patient service expectations vs. reality in healthcare

In the healthcare industry, every second counts in patient care.



Reducing hold times can make a critical difference in delivering timely and efficient service. Investing in the right contact center solutions can help you improve patient experiences and outcomes.

In a recent research study we completed with Metrigy, we queried organizations in healthcare and other industries regarding wait times and customer service. Here are some highlights of what we found for healthcare providers.

Different perceptions of response times persist

Leaders across multiple industries report hold times averaging

58.3 seconds

but callers believe wait times average three minutes or more.

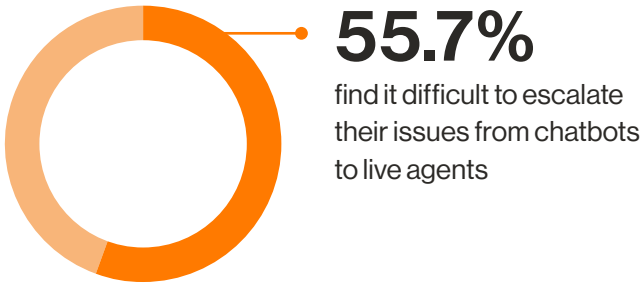
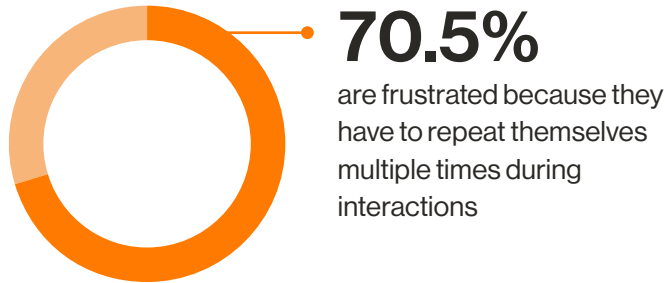


Takeaway:

The disconnect in perception of wait times highlights a need for more accurate reporting, which can identify focus areas for improvement in response times for provider organizations.

Frustrations with chatbots abound

Simply having a chatbot for your patients is not enough. Chatbot users across multiple industries report frustrations.



Takeaway:

To alleviate patient frustration, a communications platform needs to integrate with patient service tools to quickly and securely identify patients. In addition, the platform should support both in-house and third-party AI-powered chatbots trained on the language of healthcare.



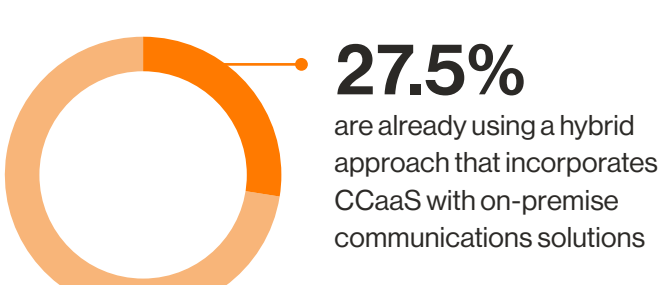
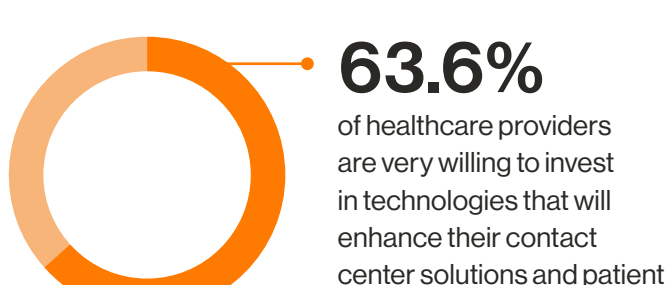
Patients want 24/7 availability, but budgets are strained



Takeaway:

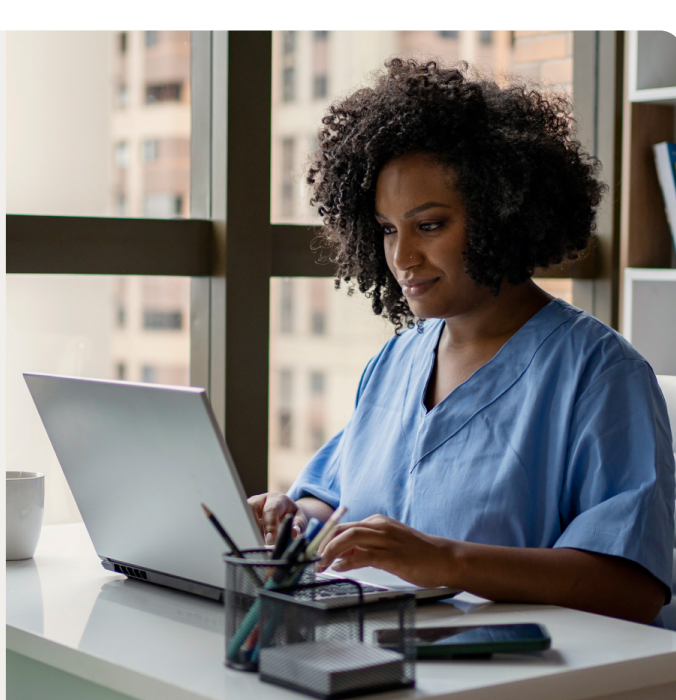
Considering the reality of healthcare budgets, striking the right balance between automated solutions, self-service options, and human touch is key to meeting patient expectations around the clock.

Providers want better technologies



Takeaway:

Consider investing in a fully cloud-based communications platform that can unite contact center, unified communications, legacy hardware, and business applications together on a highly reliable and global communications network.



Turn patient expectations into healthcare reality with RingCentral

To bridge the gap between patient expectations and reality, healthcare providers must focus on reducing response times, refining chatbot interactions, and ensuring live agents are available when patients need them. RingCentral UCaaS + CCaaS offers a comprehensive solution that addresses these challenges, helping healthcare organizations deliver superior patient experiences.

Don't let delayed communications compromise patient care. Discover how advanced communication solutions can streamline your operations, enhance patient satisfaction, and support your healthcare team's efficiency.
[Explore RingCentral solutions for healthcare today.](#)

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