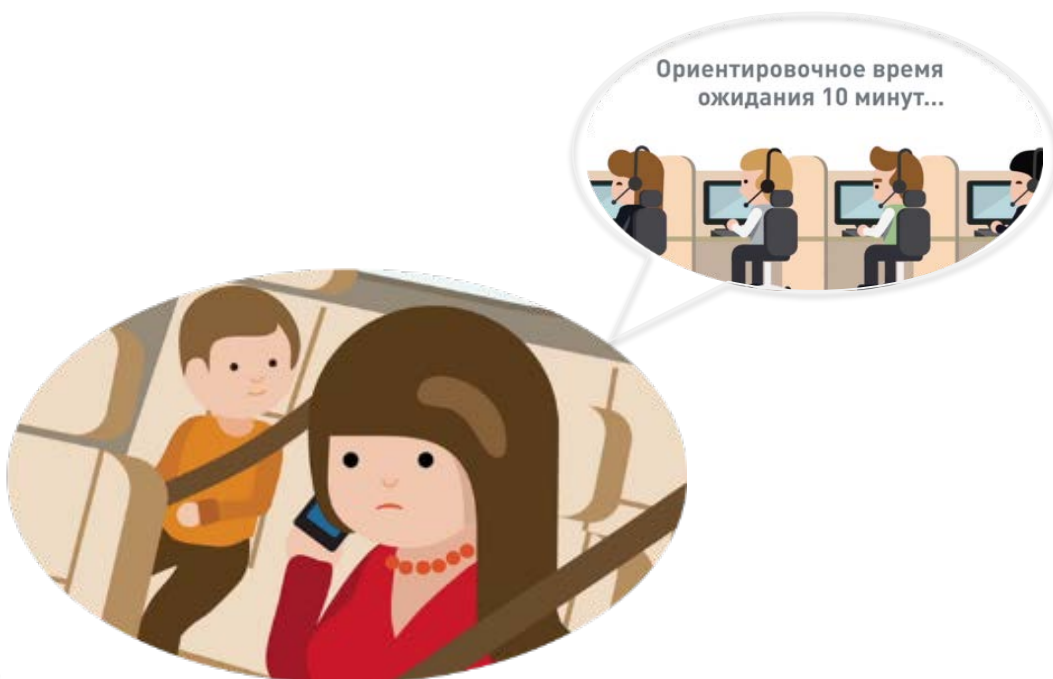


MedVox^{S2S}



S2Snext

Интерактивные голосовые сервисы
и системы обработки речи

What is MedVox?

The voice platform MedVox for healthcare organizations is a “robot-operator” for inbound and outbound calls processing.



Robots Work Hard

MedVox

- 1. makes an appointment** in **24/7** mode
- 2. helps** patients promptly and effectively get necessary information
- 3. fulfills** the medical checkup plan
- 4. reminds** of the appointment

Replaces a living operator while doing the routine.



MedVox Solutions



Appointment with a doctor. Identifies patients and helps them to make appointment with a necessary doctor in automatic mode.



Appointment confirmation. Makes outbound calls reminding patients about their appointments and allowing to confirm, cancel or reschedule them.



Patient feedback survey. Allows healthcare organizations to conduct patient satisfaction surveys by telephone in automatic mode.

Promotion campaigns. Helps to run advertising campaigns informing patients about news, sales and promotions of medical institutions.



Invitation to medical examination. Calls patients with different age, sex etc. inviting them to a regular medical examination, immunization and other manipulations.

Socially Important Services



Medical device readings. Helps to take readings of medical devices, control taking a medicine etc. by telephone in case of automatic data transfer failure.



Vulnerable social groups monitoring. Makes regular outbound calls to aged or chronic patients in order to check their health condition.



Planned hospitalization. Automatically reminds patients about their planned hospitalization and provides information necessary for admission.

Calling a doctor. Allows patients to call a doctor by telephone anytime without any help of a human administrator.

Appointment with the Doctor

- The system operates in 24/7 mode.
- The system is emotionally neutral. It helps patients promptly get precise information.
- Different types of patient identification are available: by the name, birthdate, insurance number.
- The system manages the schedule on-the-fly and offers available slots only.
- In case of assignment present the system offers the district doctor.





Appointment Confirmation

In case of cancellation slots get cleared and up to **90%** of them are used again. A robot makes **300 to 500** calls a day. To make the same amount of calls from 9AM to 9PM **8 operators** (for operators per shift, 2 shifts) are necessary. Now this is achieved without any human resources.



Economic Benefits

Примеры результатов внедрения прототипа (MedVox)

Client	Before MedVox (₽) (expenses per month)	With MedVox (₽) (expenses per month)	Profit	Cost (₽)	Economy a year (₽)
	3 000 000 (telephony + operators payroll budget)	950 000 (telephony + operators payroll budget)	+68% saving of expenses + 1 020 000₽ (repeated use of cleared slots)	4 000 000 (26 ports; 900 000 ₽. – deployment (single-time)) – first year 620 000 ₽ – second year	+20,6 mn (1 st year) +24,0 mn (2 nd year)
	21 000 (telephony + operators payroll budget)	12 000 (telephony only)	+57% saving of expenses + 65 000₽ (repeated use of cleared slots)	350 000 (1 port; 100 000 ₽. deployment (single-time)) – first year 50 000 ₽ – second year	+630 000 (1 st year) +1,0 mn (2 nd year)

Results:

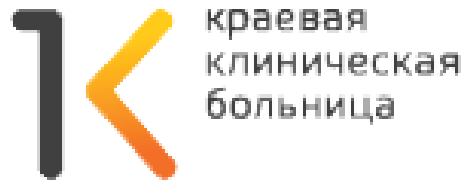
In the state healthcare institution the attendance rate increased by **2** (from 30% to 60%).

In the commercial healthcare organization the cost of the call-center fell by **4**, and the attendance grew from **75%** to **95%**.

Our Clients

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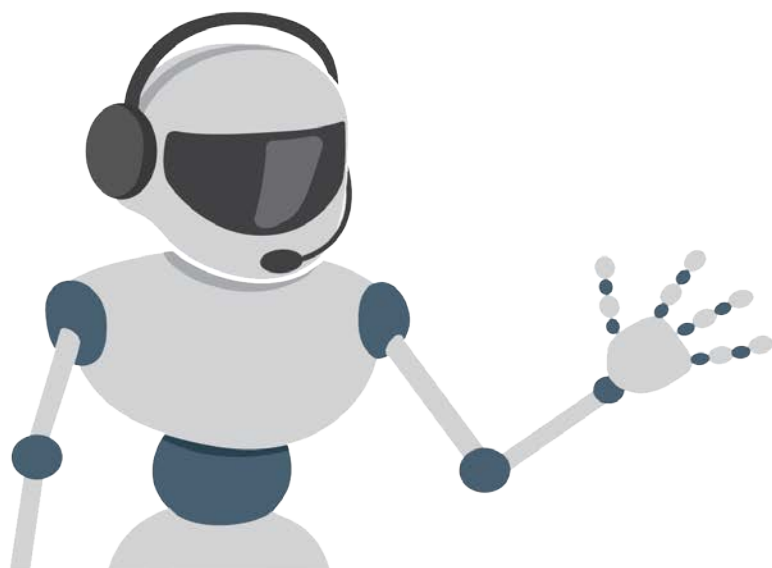


Ростелеком





Спасибо за внимание!



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