

Success Story

Industry

Service Line

Partners

HCLS

Digital Front Door

Hackensack
Meridian Health

Patient Access Center for AMC

Challenge

Hackensack Meridian Health Medical Center (AMC) had multiple call centers with different systems. It was confusing and frustrating for patients and families to get the right information by navigating through multiple call centers and waiting for a long time for answers to their queries.

AMC was looking to transform this patient experience by creating a single pane of glass across specialties, departments, and practices. The Patient Access Center was designed to reduce operational cost by providing a single view of patient for call center agents across all systems.

Solution

- \ Single view of all patient information from EMR and other systems
- \ Simple and easy to use interface for call center agents to answer question from insurance to medication
- \ Preconfigured call scripts for agents to answer questions according to patient context
- \ Systemic nurse triage for different conditions and quick patient dispositions

Outcomes

26%

improvement in appointment slot utilization for PCPs in first 3 months

- \ Improved referral volume

- \ Reduced operational cost for patient access

34%

reduction in average call time with patients in first 3 months