

## Patient Access Care

### Why SpinSci Technologies?

- Drive patient engagement and digitization
- Speed to value with flexible software as a service (SaaS) implementation
- Real time electronic health record (EHR) integration
- Pre-packaged patient access and clinical workflows
- Cloud based, on premise or hybrid deployment availability
- Payment Card Industry (PCI) compliant
- 360° dashboard view of patient
- Reduce patient no-shows and cancellations
- Improve operational efficiencies
- Improve patient experience

### Product overview

SpinSci's Patient Access Care is a solution suite focused on driving patient engagement and digitization. Patient Access Care provides EHR triggered notifications, reminders, and self-service capabilities along with EHR to contact center integration. Patient Access Care improves the patient experience and optimizes operational efficiency.

### Product features

#### Patient Notify

Provides outbound EHR triggered omni-channel notifications with pre-packaged workflows:

- Pre-packaged workflows to support billing, scheduling, referrals, orders, Rx, and more
- Notifications driven by patient's preferred communication channel
- Tight EHR integration with Epic (App Orchard), Cerner, and more

#### Patient Engage

Empowers patients with control over their own workflows with virtual assistance and self-service.

- Patients manage their own patient access and clinical workflows including appointment management, bill payment, prescription management, and more
- Real-time integration with EHRs

#### Patient Assist

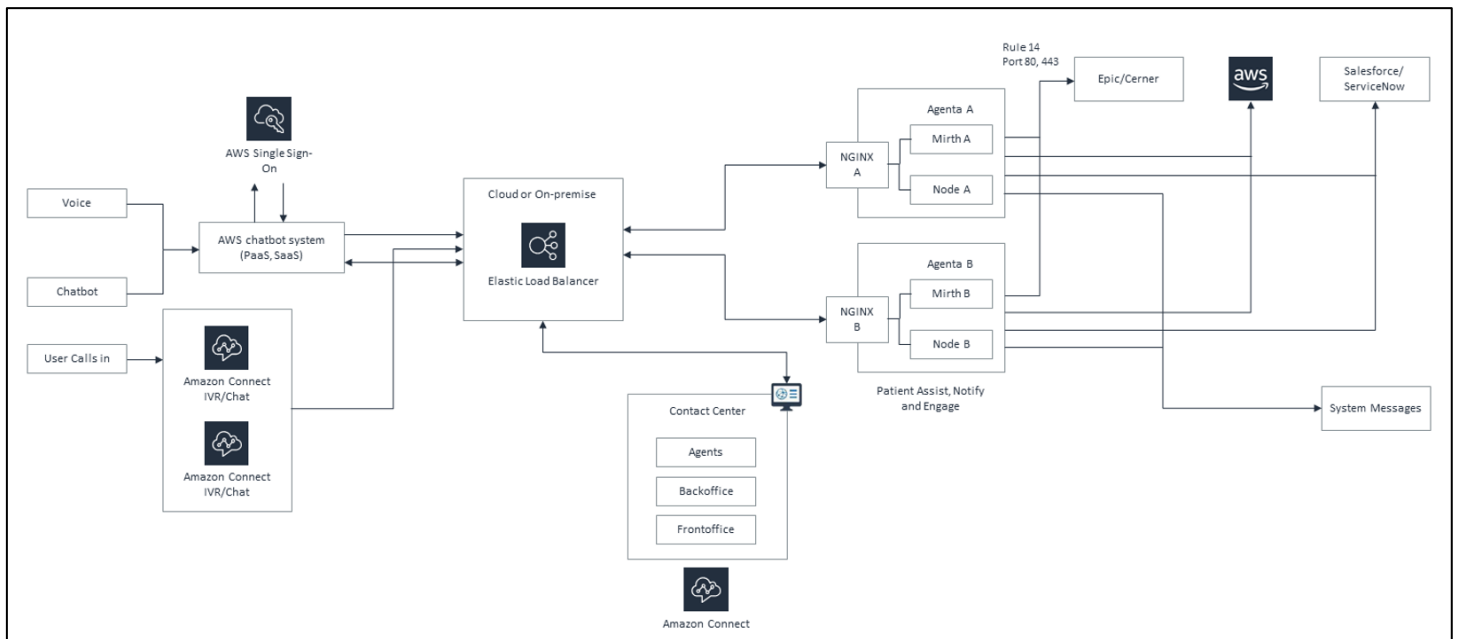
Real-time integration between contact centers and EHRs.

- Drives more efficient customer triage
- Eliminates need to work in multiple systems
- Improve speed to value by reducing handle times and abandonment rates while saving time on calls

## How it works

Our product suite interacts with our Agenta Servers through a load balancer which can be served either in the cloud or on premise. It functions to pull and push data in real time through application programming interface (APIs) and Health Level 7 (HL7) from Epic and Cerner. The products run on several call center platforms and is call center agnostic to help with the patient engagement and collaboration.

For short message service (SMS) notifications, the product suite has direct connection to Amazon Pinpoint. The products are also able to connect to several customer resource management (CRMs) like Salesforce, Epic CRM, and ServiceNow for tracking customer interactions. Patient Access Care solutions are all deployed within the Amazon Web Services (AWS) Cloud.



## Differentiators

- Pre-packaged patient access and clinical workflows
- Tight EHR integration with Epic, Cerner, and more
- Pro-active EHR triggered omni-channel outreach and self-service
- One stop solution for patient communication, self-service, and EHR to contact center integration

## What our customers are saying

“Our Nursing Staff loved SpinSci and saw the value the minute we went live.”

-Nursing Executive, Mercy Health

## Data Points

51%

Reduction in no-shows

22.8%

Increase in response rates

45M

Epic transactions

43 sec

Average time saved per call

## Additional Resources

- [Patient Notify](#)
- [Patient Engage](#)
- [Patient Assist](#)
- [Case study](#)

Patient Notify	Patient Engage	Patient Assist
Real-time HL7 EHR integration with Epic, Cerner, and others	Self Service interactive voice response (IVR) with EHR integration	Real-time HL7 EHR integration with Epic, Cerner, and others
Access to all Fast Healthcare Interoperability Resources (FHIR) and private EHRs	Self service chat bot with EHR integration	Access to all FHIR and private APIs
Voice/SMS/Chatbot/Email	Real-time HL7 EHR integration with Epic, Cerner, and others	Single pane of glass view of patient records
EHR preferred communication channel	Access to all FHIR and private APIs	Patient identification and authentication
Campaign management	Patient identification and authentication	Caller information
Native support for HL7 and CSV	Self service scheduling workflows	Calling destination information
Dynamic media management	Self service listing and canceling appt. workflows	Patient appointment, referrals, billing data
User management	Self service billing workflows	Context syncing between Amazon Connect and Epic
Command Center	Self service Rx refill workflows	Medical history, active problems, and active allergies of patient
Data analytics and operational reports	Reporting and analytics of the self-service workflows	Symptom check
		Direct integration into Epic CRM and call hub