

Let AI Power The Patient Experience

Two actions, one call



Phyllis needs to pay her Dr bill and calls the Drs office. Her medical record also indicates she's due for a flu shot.



She reaches a Conversational AI powered Virtual Assistant who asks for her patient ID number



The IVR then identifies Phyllis with a personal greeting "Hello Phyllis, thank you for calling. I can see you saw Dr. Emily Hurst on January 12, 2022 and there is still the patient portion of the bill to be paid. Would you like to take care of that today?"



Phyllis responds with 'Yes, I would like to pay my bill.'



The patient portion owed is \$45. Would you like to pay the full amount? I can also see you are due for a flu shot. Would you also like information on walk-in clinics near you?



Phyllis agrees to pay the full amount, provides credit card details, and authorizes payment. Phyllis is then reminded she's due for a flu shot and is asked if she wants the closest walk-in clinic location.



Phyllis says 'yes' and is provided the location. The Virtual Assistant then offers to send her a text message with details



Phyllis says 'yes' and receives an immediate text with the flu shot clinic details and an email thanking her for her payment with receipt attached.

To learn more, visit:

<https://www.concentrix.com/patient-and-member-experience-reimagined/>