



Elevēo treatment for patients!

Healthcare Use cases

This document sets out the three principle use cases we see in the healthcare industry. We will discuss the need that drives each use case, the features that deliver the solution and the benefits for our healthcare clients. All solutions and products mentioned here assist clients in being HIPPA compliant.

Appointment Setting

- **The Need:** Private healthcare organizations today differentiate themselves through branding and service quality. Since patients and their relatives are calling about health issues, agents need to be empathetic, efficient and effective. These qualities are the result of agent behavior. Healthcare organizations need to capture, monitor and manage agents' interactions to ensure that patients and their families are reassured, appointments are quickly and accurately scheduled and that decisions are properly recorded in case of future litigation.
- **The Features:** Elevēo's automated Call Recording system is the centerpiece of the solution. What makes Elevēo complete solution is our architecture's support for high availability and media lifecycle management, including automated backup and archiving. Manual and automated pause & resume functionality also ensures customers comply with PCI DSS regulations, which are the global standard for protecting patients' credit card data from falling into the wrong hands.
- **The Benefits:** Elevēo provides a reliable, cost effective solution that not only captures call recordings, with pause & resume functionality, but also stores them safely and inexpensively, and will failover and recover should issues arise. Elevēo licensing includes archiving capabilities as a standard feature, free of charge.

**ELEVĒO LICENSING INCLUDES ARCHIVING CAPABILITIES AS A STANDARD FEATURE,
FREE OF CHARGE.**

Insurance & Billing Enquiries

- **The Need:** In the context of healthcare, conversations regarding payment for treatment and medicines need to be handled with great sensitivity. Recording these conversations is essential to establish liability and to ensure that the customer experience remains reassuring and professional.
- **The Features:** Elevêo Omnichannel search engine includes a state-of-the-art media player to play back both calls and screen recordings. Healthcare providers can review any voice, email or chat interaction with simple-to-use quality management features and, for those wishing to take their monitoring to a higher level, Speech Analytics. The Call Recording system can be integrated with EPIC systems corporation's software to automate the pause and resume of voice and screen recording to prevent capturing the customer's credit card details.
- **The Benefits:** Elevêo's interface makes it easy for contact centers to set up and run their processes on it. Any interaction from any channel can be selected and reviewed quickly and efficiently, ensuring that the quality process is streamlined and cost effective. Speech analytics monitors all recorded calls ensuring that agents are making necessary mandatory statements and requesting permission to capture clients' data in accordance with the law.

The screenshot displays the Elevêo QM (Quality Management) interface. On the left is a sidebar with navigation options: Dashboard, Conversations, Reviews, Questionnaires, Customer Surveys, Training, Speech Tags, Reports, Data Export, Administration, Performance Analytics, Elevêo WFM, About, User Profile (manager), and Log Out. The main area is titled 'Conversations' and shows a table of 18.8k results. The table columns are: Started, From, To, Other participants, Duration, Tags, Reviews, Speech tags, and USD. A specific conversation is highlighted in blue. To the right of the table, a detailed view of the selected conversation is shown, including a timeline of the call, a list of participants (George Jackson), and a status of 'Protected'. At the bottom of the interface, there is a waveform visualization of the audio recording.

Started	From	To	Other participants	Duration	Tags	Reviews	Speech tags	USD
13 Aug 2019 3:04 PM	wake2new99@ispmailerv...	Joe Johnson						
15 Aug 2019 2:51 PM	9282259511	Jason Lee		2 min, 53 sec				7873
15 Aug 2019 2:41 PM	21039225877	Mary Moran		1 min, 41 sec				
15 Aug 2019 1:30 PM	7261883802	George Jackson		1 min, 41 sec				
15 Aug 2019 1:05 PM	9910710078	Natalya Kramko		3 min, 37 sec				8801
15 Aug 2019 12:53 PM	537568995	Jack Wendy		5 min, 37 sec				1192
15 Aug 2019 12:51 PM	7893338814	Nick Baker		44 sec				1914
15 Aug 2019 12:47 PM	9974872236	Brent Forst		44 sec				6895
15 Aug 2019 12:38 PM	Brandy Stanchfield	173752894		1 min, 2 sec				3349
15 Aug 2019 12:27 PM	1489054271	Judy Khory		4 min, 42 sec				6902
15 Aug 2019 12:15 PM	649532054	Lede Nohackova		1 min, 31 sec				2717
15 Aug 2019 11:55 AM	6592626765	John Smith		35 sec				7805
15 Aug 2019 11:27 AM	7093208263	Eve Fronkova	Tanya Shannon	1 min, 45 sec				
15 Aug 2019 10:59 AM	Angela Koffman	642020804		36 sec				8672
5 Aug 2019 12:34 AM	fly4everJana123@themail...	Amy Challen	rewards@yourfavoriteair...					
15 Aug 2019 10:48 AM	3309204487	Lede Nohackova		1 min, 57 sec				6439
15 Aug 2019 10:45 AM	2046426000	Eve Fronkova		1 min, 24 sec				4974
15 Aug 2019 10:43 AM	9201276393	Cary Dixon	Judy Gardner	1 min, 43 sec				
15 Aug 2019 10:43 AM	8834870994	Sinnoe Grogan		49 sec				1718
15 Aug 2019 10:38 AM	3987885252	Holly Stair		15 min, 43 sec				6995
15 Aug 2019 10:24 AM	6846935679	Judy Khory		20 sec				9381
15 Aug 2019 10:18 AM	105977200	Heather Adamson		1 min, 41 sec				
15 Aug 2019 10:16 AM	7261011476	Holly Stair		1 min				3216

ELEVÊO COMPLIANCE CASE MANAGEMENT UI

Dispatching First Responders

- **The Need:** Most first response dispatch response operations work in two parts: handling the caller's request and then dispatching the nearest available first responders. This means that agents need to collect and capture specific information from a highly emotional caller quickly, efficiently and empathetically. They then pass on that same information quickly and accurately. Failure to do this could cost lives.
- **The Features:** The Elevêo Call Recording and Screen Capture solutions allow the recording of how agents respond to such requests and capture the data on their systems. Live Monitor allows this verbal and visual information to be observed in real time. Quality Management enables agents and supervisors to analyze these responses retrospectively to improve the team's performance.
- **The Benefits:** Elevêo's proven technology provides a reliable solution to ensure that these interactions are captured and stored if needed as evidence in case of litigation. In addition, the QM interface provides users a powerful tool, where coaches and trainers can improve the performance of the agents who are providing these vital services.