

# Infinity Patient Interaction Management

Infinity Patient Interaction Management (PIM) helps health systems customise interactions with patients while ensuring consistency, accuracy and speed.

Competition among health systems for patients is intense. Healthcare call centres play a vital role in the patient experience, handling 68% of all pre- and post-clinical patient interactions.

Infinity PIM guides frontline staff through patient interactions, enabling them to provide patient experiences that deliver the best health outcomes, convert enquirers into repeat customers, comply with quality targets, and meet stringent budget requirements.



## Use Infinity PIM to:

- Standardise working processes and provide a consistent service,
- Improve KPIs like time to answer, average handling time, and first call resolution,
- Control, measure and improve the patient experience,
- Reduce operational costs with improved efficiency and reduced training time.

## Overview

Infinity PIM runs on frontline staff's desktops and easily integrates with other systems.

- Prompts agents to ask callers the right questions and act based on the responses – from assigning priority levels and suggesting follow-up questions, to recommending specialists and setting appointments.
- Achieves consistency and boosts speed of response (while reducing training costs) as agents all adhere to pre-defined processes and protocols without having to look them up.
- Medical personnel can add and alter workflows to improve response.
- All call data is stored for analysis, to deliver ongoing and measurable performance gains, resource accuracy, caller experience and operational efficiency.



## Workflow

Whether for medical triage, appointment setting, or claims management, all processes can be broken down into simple steps and built into a workflow that offers a positive user experience, enabling agents to quickly and methodically answer queries.

All workflow scenarios can be edited and created by medical personnel and management with no need for coding, giving health systems complete control over their frontline processes.





## Unified Agent Desktop

Health systems deploy multiple software tools, for appointment setting, referrals, test results, accessing insurance data, and billing.

A single, user-friendly interface to all these systems enables agents to access the information they need during calls, so they can focus on delivering personalised patient experiences.

- Integration with existing environment allows agents to do more with the technology,
- One system can be scaled across multiple sites to consolidate operations,
- Training times and costs decrease as agents only use the one system,
- All information agents need is at their fingertips, so no time wasted juggling multiple applications and processes.

## Analytics

The workflow software captures the detail of every interaction. Managers can analyse performance and adjust workflows to achieve continuous improvement.

A simple and user-friendly interface brings data together and assembles it into a single, coherent search engine. Users can quickly and easily retrieve and configure data for querying and reporting purposes.

Structure and group related data on-screen, incorporating logos, pictures, and text with fully customisable dashboards.

These insights guide improvements to services, processes and patient journeys, with a view to increasing revenues and profits whilst reducing costs.

- **Resources:** optimised to ensure you meet cost to serve targets,
- **Performance:** improved to ensure you meet quality of service targets,
- **Patient experience:** enriched to ensure you meet satisfaction and loyalty targets.

