



# Intelligent Contacts

## Why Intelligent IVR?







- Patient friendly and convenient
- Improves office productivity
- Easy way to pay 24x7
- Provide automated patient information
- Information in the patient's preferred language - without multilingual staff
- Works for inbound/outbound calls
- Personal, conversational, convenient
- Effortlessly collect and analyze data

## Intelligent Care

An all-in-one fully hosted contact and payment solution that bridges the generation gap and facilitates meaningful communication between healthcare providers and their patients in the way they prefer to be contacted.



## What can my IVR do?

-  Appointment Reminders
-  Text/SMS notifications
-  Patient follow up
-  Bill Reminders
-  Mobile billing and payment
-  Customer satisfaction surveys



## Intelligent IVR

Virtually all organizations large and small achieve significant cost and time savings by automating communication processes and utilizing electronic channels rather than relying solely on traditional methods. Intelligent Contacts makes it easy!

The Intelligent IVR system works with your existing phone system to deliver information to patients and securely take phone payments at the convenience of the consumer. At a minimal cost this expands "business hours" to 24x7x365, increases patient satisfaction, and accelerates the revenue cycle so payments come faster. Rather than trying to remember to call during business hours, patients call on their schedule. Win-Win.



### Give Control To The Patient.

Intelligent IVR handles routine inbound inquiries about hours, location, accounts, scheduling, balances, payments, prescriptions, and orders. Customers can access their information from any phone, anytime day or night. In addition, Intelligent IVR integrates to all of our self-service payment solutions to provide a complete patient self-service solution.

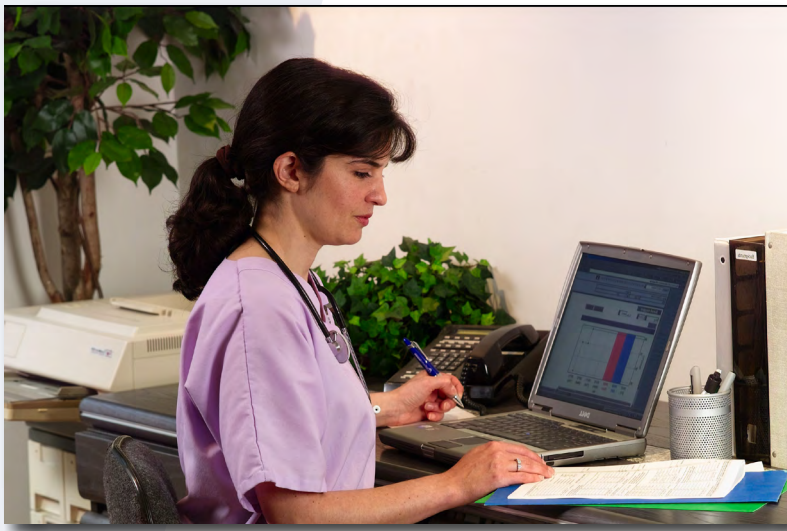
### Process Payments 24/7, No Staff Required.

One of the top reasons patients call the Intelligent IVR is to make a payment. It enables secure payment directly from any phone 24x7 and delivers real-time payment authorization. Payments from all sources, including IVR, can be posted back to your EMR or practice management system.

### Confirm. Collect Data. Get Feedback. Effortlessly.

Reduce delinquencies and missed appointments with automated voice reminders with the Intelligent Messaging component of the IVR. Send payment notifications, prescription refill reminders, appointment scheduling messages, or other time sensitive information with just a few clicks. Conduct patient satisfaction surveys to receive realtime feedback on key performance metrics instead of reading about it on a review site. Add text and email in addition to voice whenever you are ready. Intelligent IVR and Intelligent Messaging effortlessly connect your practice with patients in the way they want to interact with you.





## Maximize Your Resources.

Both inbound and outbound calls handled by Intelligent IVR reduce live calls to the office staff by up to 80%, maximizing efficiency while minimizing operating costs. This free time increases employee productivity, job satisfaction, and gives patients an easy way to instantly find what they need. For patients who need a more personal touch, reaching a staff member is as simple as pressing a key.

## Fast, Flexible, and Just For You.

Intelligent IVR is completely customizable, so your IVR system can be as unique as your facility. Choose a voice and use our call flow template for fast deployment or create custom scripts and call flows to fit specific needs. Leverage our professional voice talent - in many languages - or record your own custom messages with in house talent.

## No IT Mess. Instant Success.

Intelligent IVR is entirely cloud-based, eliminating hardware/software costs and additional burdens on IT staff. Nothing to buy, maintain, or fix. Best of all, Intelligent IVR can work alongside any existing phone system so there is nothing to replace, convert, or forklift out. Implementation time is generally a few hours to a few days. Making you look like a hero comes standard.

## We Speak Your Language.

Patients appreciate communication in their own language and Intelligent IVR makes that easy too. While some other systems may support 1 or 2 languages, Intelligent IVR supports over 60 languages, at the same time! Visit our site to see a current list.



## Try Out Our IVR

Call: 214-446-0654  
or go to  
[intelligentcontacts.com/ivr](http://intelligentcontacts.com/ivr)



## All Payments One Source

Every payment source and every payment method tracked in one location. Intelligent Payments give healthcare providers the ability to accept all cards, check, and even cash payments online, over the phone, via mobile devices, and of course at the counter. Payments from all channels are accessible in a single online payment gateway with complete reporting, comprehensive search options, and instant export capability in formats compatible with EMR/EHR and practice management software.

A true payment partner, Intelligent Payments alleviates the majority of PCI compliance burden around account data storage by securely storing payment data in a PCI certified payment vault. Significant PCI scope reduction is possible by using our certified P2PE solution which can exempt the entire corporate network from PCI requirements! Taking the PCI burden is easy for us, as we are 3rd party audited and annually certified for PCI-DSS Level 1, HIPAA, SOC2 Type II, and FISMA ensuring we exceed security standards.



# Intelligent Contacts

5600 Tennyson Pkwy, Suite 275

Piano, TX 75024

[info@intelligentcontacts.com](mailto:info@intelligentcontacts.com)

1-800-214-7490