

Uniphore, SpinSci improve patient access and engagement with healthcare providers

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Uniphore, a Chennai-based company in conversational automation, and US-based SpinSci Technologies, a market leader in the field of digital patient engagement solutions, have entered a strategic agreement to enhance patients' access and engagement with health care providers.

Under the terms of the agreement, Uniphore's conversational AI and automation technology will be used in SpinSci's Patient Access Care solutions, integrated with market-leading electronic health records (EHR) systems, to help drive efficiencies for contact center agents and self-service workflows for patients.

Patient experience has become significantly more important since the onset of the pandemic. Patient access transactions are increasingly driven through contact centers, and it is more important than ever that nursing and agent staff are empowered to deliver the highest levels of services and care. This includes lowering hold times, improving average handle times, delivering workflow automation to contact centers combined with providing authenticated self-serve options to patients.

Deploying solutions like Uniphore's U-Self Serve and U-Assist with SpinSci's Patient Engage and Patient Assist is an important step forward in creating frictionless patient experiences.