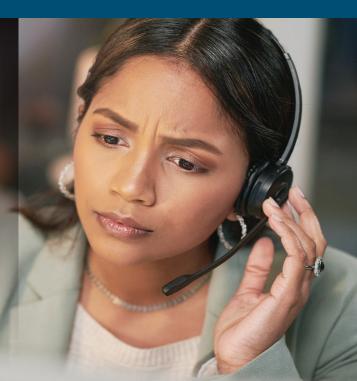


When lives are on the line, are your lines open?

Optimizing the admission center is crucial to a patient-centric experience... **DecisivEdge** will help you get there.



Moments of truth...

When someone is ready for help and makes the call, it's typically stressful and emotional.

So when it matters most, they need a seamless admission experience.

DecisivEdge - the solutions and integration partner

With our deep experience in business, IT and healthcare, DecisivEdge can optimize your admissions center to handle the industry's ever-increasing demands.

By streamlining and optimizing the intake process, our solutions result a more patient-centric experience, less stress on the front line admission agents and a more seamless workflow. Our capabilities address standard industry issues of:

- Low Conversion Rates
- Limited (or no) CRM Integration
- Manual / Cumbersome Workflows
- Poor Data Capture
- Inefficient Patient Transport Scheduling

Providing solutions to the industry's most immediate needs



Efficiency, Productivity Experience



Scalability



Improved Process and Data Quality, and Communication



Increased Revenue

RESULT:
A better patient experience

Delivering solutions through digital transformation

DecisivEdge creates a customized approach to move your organization towards a better operational model.

Efficiency, Productivity, Experience

- Eliminate nuisance calls into the center
- Deliver a desktop that enables the agent to drive a more effective, meaningful and patient conversation.
- Workflow automation and the reduction of redundant data entry
- Condensed and efficient Agent Training and on-boarding
- Call center staffing and schedule optimization to reduce abandons and long hold times

Scalability

- M&A activity drives operational challenges for the admissions center.
- Ease of integration with other platforms, EHRs, Marketing Automation, etc. lacks or is nonexistent.
- Enable access to integrated knowledge databases to help guide new agents when the enterprise enters new markets from a geography and product perspective
- Simplification of marketing effort effectiveness and ROI through enhanced analytics.

Improved Process and Data Quality, and Communication

- Access to clean data to help drive both immediate and long-term strategy decisions.
- Real-time access to important data on any device.
- Guided data collection to improve data quality
 picklists, checkboxes vs text.
- Cross-Departmental communication and collaboration tools (ex. push notifications).
- Referral qualification, scoring, and tracking to enable Outreach and Call center staff better prioritize time and effort.

Increased Revenue

- Lead conversion improvement as a result of better tracking and process control
- Significantly improved tracking and reporting on non-telephonic referrals – more conversion opportunity with better tracking
- Enhanced market intelligence for field sales do you have a line of site as to where opportunities are versus referrals?

Let's get started

Explore how **DecisivEdge** can help you manage scheduling, increase effiency and help provide better health outcomes. Cotact Karl Fischer at **karl.fischer@DecisivEdge.com** or **(302) 299-1570 x414.**

DecisivEdge is a global business consultancy and technology services firm that helps treatment centers elevate CX operational capabilities with best-in-class technology solutions, analytics and data-driven strategies.

We deliver a more personalized customer experience by working with global leaders in leading CCaaS platform technologies like Five9, or conversion tracking like CallTrackingMetrics, or CRM technologies like Salesforce.

For more information, GetResults@DecisivEdge.com or (302) 299-1570

