

# 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 non-existent.
- 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 efficiency and help provide better health outcomes. Contact Karl Fischer at [karl.fischer@DecisivEdge.com](mailto: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](mailto:GetResults@DecisivEdge.com) or **(302) 299-1570**

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