



CASE STUDY

Helping patients show up for scheduled appointments

*DecisivEdge Deploys Five9 OutBound
Intelligent Virtual Agent (IVA) for Behavioral
Health Company*



DECISIVEDGE™

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The Challenge

A growing behavioral health company was experiencing less than satisfactory outpatient appointment show rates. Patients were missing appointments because they forgot, or did not put the appointment on their calendar, or could not get a ride to the facility to meet with their counselor. Missed appointments meant inefficient staff utilization, significant revenue loss, and not getting the patients the help they need in a timely manner.

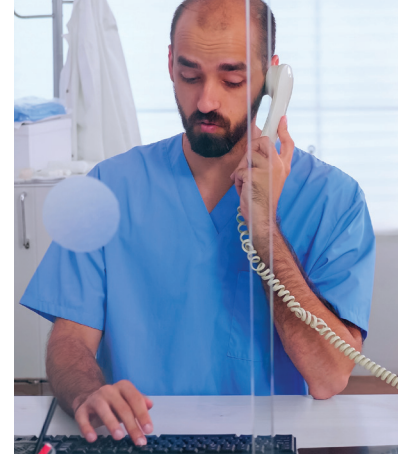
The previous practice was for patient advisors to manually call patients to remind them of their scheduled appointment date and time, if the patient did not pick up, the advisor would leave a voicemail with the appointment date and time and manually send out a text message to the patient's cell phone on file.

Multiple calls to patients, rescheduling appointments, and manually sending text messages was ineffective, inefficient, and expensive to staff. The client engaged the DecisivEdge CX Transformation team to help design and implement Five9's Intelligent Virtual Agent (IVA) to automate the outpatient appointment reminder process, and improve the organization's show rates.

The Solution

DecisivEdge's growing Five9 team was hired to develop business requirements, document call flows and timing of calls, and work with Five9 Studio engineers to implement Five9's Outbound IVA.

Given the primary source of patient appointments for this organization were housed in their EMR and not pushed to their Salesforce CRM, the team needed to design and execute a solution to push the appointment, date, and time data from the EMR to Salesforce, near real time. Once the data was in Salesforce, our Salesforce and Five9 Engineers worked together to build and activate an API. This was so the Outbound IVA could grab the most up-to-date appointment information, and automatically deliver that information when making outpatient appointment reminder calls.



The ineffective, inefficient and ultimately expensive method of manually calling patients, to remind or reschedule missed appointments can now be a thing of the past. The DecisivEdge CX Transformation team is experienced with developing and implementing processes to automate these tasks.

Benefits Include:

- More efficient, automated process
- Less appointments missed and rescheduled
- Patients can use verbal response
- Increased patient satisfaction

DecisivEdge Solution:

- Works within Salesforce
- Customizable to run on time-of-day parameters

Once activated, the IVA automatically runs based on custom time of day parameters built into the solution. If a patient appointment crosses into the timing parameters set, and the status in Salesforce is “not confirmed” the IVA grabs the patients phone number from the Salesforce field, places the call to the patient, and if connected, provides the option to either confirm the appointment or reschedule. If a patient chooses to confirm, the confirmation is then updated in Salesforce, and the patient is all set. If the patient needs to reschedule the appointment, the option is selected in the IVA and he or she or they is connected with a live agent.

An important point to note that the Five9 Outbound IVA does not require the patient to press 1 or 2 to make selections in the IVR. Instead, patients can simply provide verbal responses, otherwise known as Natural Language Processing (NLP), to confirm or reschedule appointments.

The Result

The behavioral health client is extremely pleased with the results they have experienced post Outbound IVA deployment. Agents that were dedicated to making outbound appointment reminder calls, have been re-deployed to helping new patients coming into the business. Appointment show rates have improved, and outpatient revenue has seen a positive increase.





About DecisivEdge

We engineer best-in-class technology solutions.

DecisivEdge is a global business consulting and technology services firm focused on creating a sustainable competitive edge through digital transformations. We help our clients elevate their operational capabilities and seize their market opportunity by leveraging and optimizing best-in-class technology solutions in conjunction with detailed analytics and data-driven operational strategies.

We are knowledge leaders with deep industry knowledge.

Our clients benefit from our unique ideas, knowledge of industry best practices, and our ability to develop creative solutions to overcome their highest priority business and technology challenges. Our collaborative approach is designed to really understand our clients' business objectives, and then deploy a seasoned solution delivery team to get the job done right the first time.

About Five9

DecisiveEdge partners with the global leader in cloud contact center software Five9, to provide end-to-end solutions with digital engagement, analytics, workforce optimization, and AI and automation to increase agent productivity and deliver tangible business results.



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