

# Conversations to Help Patients Thrive

Healthcare providers must deal with a confluence of challenges exacerbated by the COVID-19 pandemic – a severe worker shortage, employee burnout, and the financial pressure to increase revenue in the midst of rising costs. To mitigate these pain points, healthcare leaders harnessing the power of conversational AI technology and automation to drive operational efficiencies, improve the patient experience, and scale agent performance.

With Uniphore, healthcare organizations can forge the path to profitable growth by realizing the value of conversations. From patient access to revenue cycle management, Uniphore automates, analyzes, and optimizes patient engagement to drive better outcomes.



**+50%**

More than half of US hospitals operate with a negative margin

**37%**

Hospital labor costs have risen in the last three years

**61%**

Patients want better engagement from their doctors

Source: Forrester

## Realize the Value of Every Conversation To...

### Patient Access

- Increase patient acquisition through digital means of connecting to Providers and care.
- Empower patients to search providers, book appointments, fill paperwork, etc. for better experience.

### Care Management

- Provide clinical support post discharge.
- Automate daily check-ins, prescription management, health management, etc.
- Eliminate friction between patient & care.

### Collections

- Reduce the time to collect patient responsibility payments with a digital-first customer experience.
- Help collectors stay compliant with regulations and collect more in every conversation.

### Revenue Cycle Management

- Reduce agent effort in conversation with Payer.
- Automate pre-call work, provide next best action guidance and automate call notes, dispositions, and post-call follow-up.



### Uniphore's Enterprise AI Platform

Conversational AI

Emotion AI

Knowledge AI

RPA

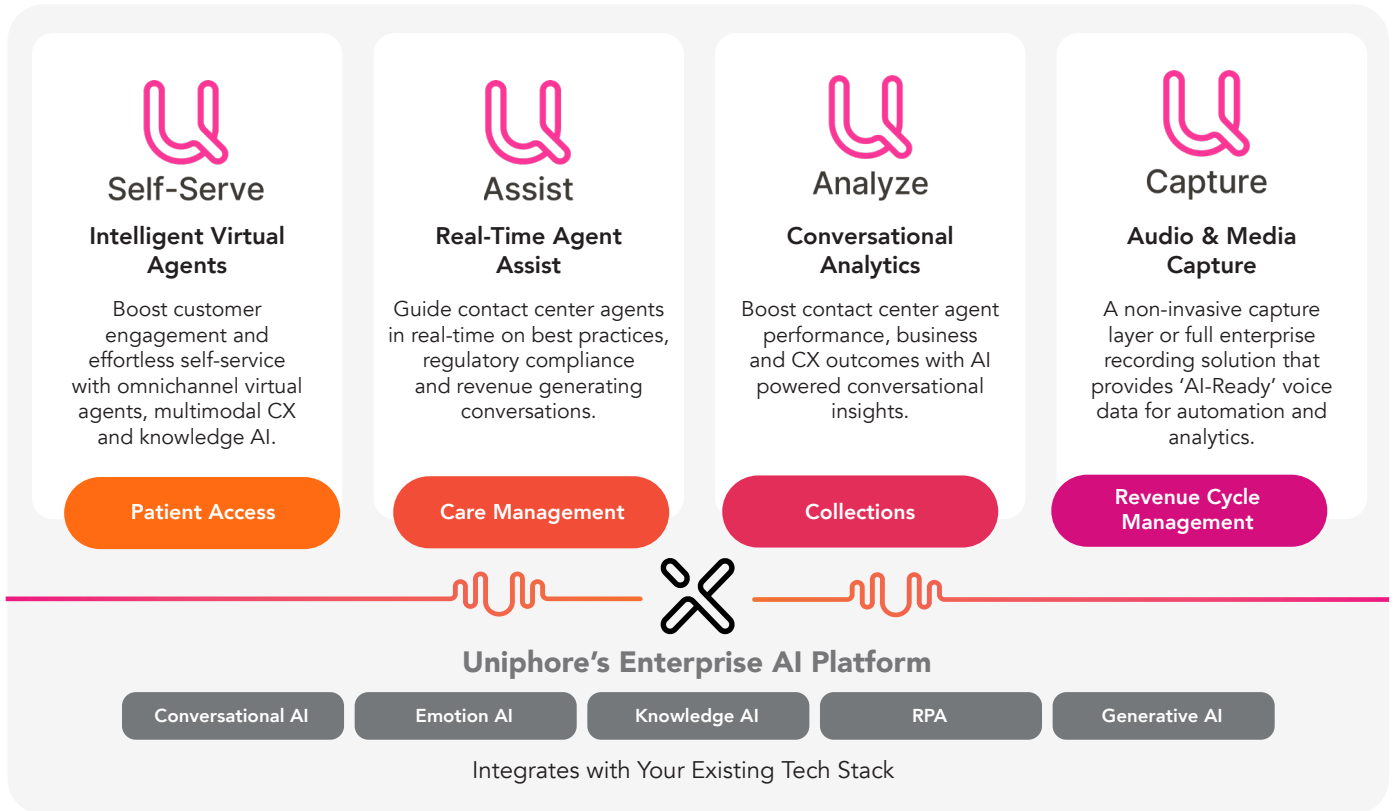
Generative AI

Integrates with Your Existing Tech Stack

Trusted By



# How We Realize the Value of Every Conversation



## For Your Patients. For Your Agents. For Your Organization.



“As we continually strive to deliver the best member experience in our industry, our partnership with Uniphore has enabled PSCU's contact center agents to have more interactions with members and spend less time on manual tasks.”

**Rini Fredette,**  
Senior Vice President of Contact Centers at PSCU

### Improve the Patient Experience with Conversational AI and Automation Cloud Implementation within 3 months!

At Uniphore, we believe companies that best understand and take action on those conversations will win. We have built the most comprehensive and powerful conversational automation platform that combines conversational AI, knowledge AI, emotion AI, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.