# Avaya COVID-19 **Communications Solutions**

HIPAA Compliant, Industrial Built, World Class Design, Subscription-Based Solutions



# **COVID-19 Experience Assessment Workshop (2 Hours):**

- Outline the existing COVID-19 patient / citizen journey and areas to improve the experience Collaboratively develop a plan to deliver better outcomes





- General COVID-19 Information / FAQ **Auto Redirect to Information Sources**
- Auto Pay / Billing
- **Insurance Information**
- Office Locations / Hours
- Direct Connect to Nurse / Practitioner
- Testing Availability / Procedures
- **Contact Tracing Procedures**
- Vaccine Availability / Procedures **Natural Language Processing**
- Engage Live Person as Needed
- Patient / Provider / Insurance Routing
- **Emergency Redirect**

Call-back Service



### Availability / Process / FAQ

Eligibility Checking

Qualification / Registration

- Outreach / Contact Tracing Database
- Site Locator
- Testing Appointment Scheduling
- Contactless Screening / Form Fill Arrival Check-in
- Ready Notification Testing Confirmation / Certification
- Post-Testing Instructions / FAQ Results Delivery (Inbound / Outbound)

Reporting to Authorities



### **Journey Mapping**

- Callback / What to Do
- **Automated Communications**

Hot Zone Alerting

- Al-Driven Next Best Action Voice Analysis / Sentiment
- AI-based Virtual Agents Natural Language Processing
- Automated Outbound

keeps you in control

Omnichannel (voice, SMS, email)

Cloud-based Proactive Notifications

Real-time and Historical Reporting



## Availability / Process / FAQ

- Site Locator First Shot Appointment Scheduling
- Ready Notification
- Second Shot Reminder Second Shot Appointment Scheduling



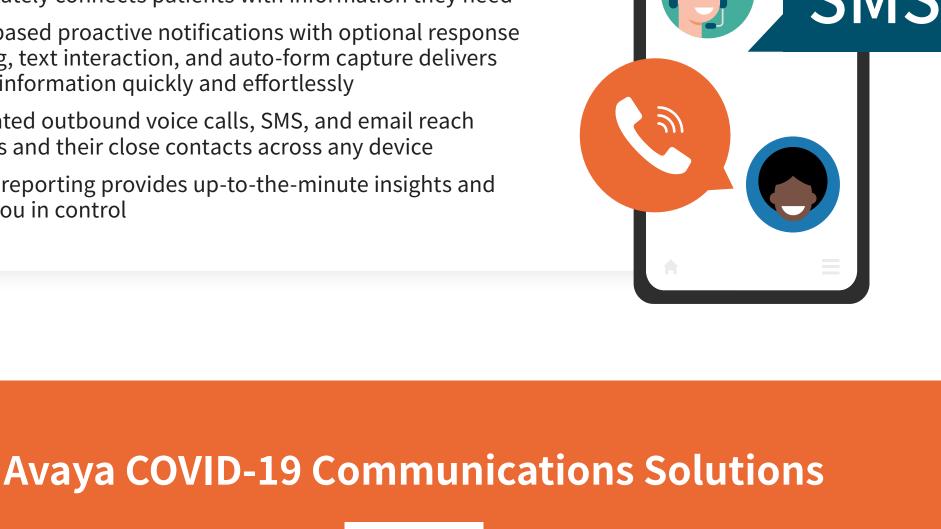
- Contactless Screening / Form Fill Arrival Check-in
- Post-Shot Instructions / FAQ Side Effects / Status Reporting
- Reporting to Authorities
- critical information quickly and effortlessly Automated outbound voice calls, SMS, and email reach patients and their close contacts across any device Robust reporting provides up-to-the-minute insights and

AI Virtual Agents for patient contact, with easy fall back to live

immediately connects patients with information they need

 Cloud-based proactive notifications with optional response tracking, text interaction, and auto-form capture delivers

agents when needed, reduces human resource challenges, and



# INBOUND INTERACTIONS

Qualification

Checking

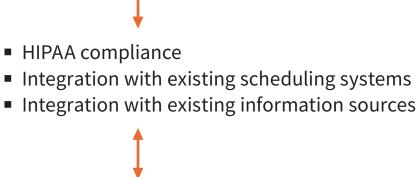
**ELEVATING THE COVID-19 EXPERIENCE** 





Screening / Form Fill





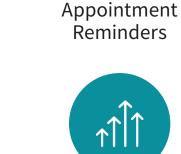
Information /

FAQ

Eligibility

Checking

**OUTBOUND INTERACTIONS** 



Proactive

Outreach

Base

Test



Ready

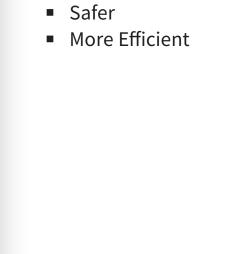
Notification

**Patient** Results

Follow-up

**Next Step** 

Instructions



**Your Customers** 

More Convenient

Less Stressful

**Award-Winning Solutions** 



