Curbside Patient Notification for Healthcare

Since the global pandemic, automation and self-service around curbside notification for patients has become critical to protecting the welfare of all and maintaining patient loyalty!

The current global crisis is affecting healthcare companies everywhere around the world. No matter where you are or what medical field you work in, the effects of social distancing and stay-at-home mandates have brought lasting changes and new challenges. Traditional medical offices are feeling the pain, as many have had to close or severely limit occupancy in their waiting rooms or switch to telehealth solutions only. Medical facilities that remain open or are re-opening are looking for new ways to protect their staff and patients as they provide much-needed medical services and medications.

Curbside Notification Benefits

- Medical offices are launching or enhancing their curbside notification service.

- Allows patients the comfort and privacy of filling in required medical forms and checking in without leaving the car.

- Provides the convenience of maintaining a patient's place in line without the need to stand in a line in the doctor's office.

- Creates a touch point for medical staff and patients that enhances loyalty.

- Provides enhanced safety, security and peace of mind by preventing a large number of sick individuals from congregating in small waiting rooms.

Why you need a curbside notification solution now

▪ The long-term impact of the COVID-19 crisis to patient habits is not yet known, however the recommendations to wear a mask and social distance are expected to continue for the near future.

▪ Patients expect their medical facilities to provide a safe and efficient alternative to entering a waiting room to check in and then wait for their turn to see the medical professional.

▪ Medical facilities are expected to demonstrate safety and caring for patients and staff by having fewer people in their waiting rooms.

▪ Patient experience is still extremely important, and patients are frustrated and loyalty is impacted if they have to sit in crowded waiting rooms.

How Avaya OneCloud CPaaS can help

▪ Pre-packaged applications that are customizable and extensible, that can be deployed within days over the top of any existing system.

▪ Adding Virtual Assistant, and SMS/MMS capabilities to already existing phone numbers.

▪ Cloud Service that is highly scalable: customers never experience busy signals or unanswered calls.

▪ Virtual Assistant can automate and alleviate calls to busy store employees and call centers.

▪ Convenient and frictionless by providing just-in-time service that is smooth and customer friendly.

Avaya OneCloud CPaaS additional value

▪ Consumption-based model where businesses pay only for what they need.

▪ Multi-experience communications to drive better customer experience including SMS and web deflection.

▪ Platform as a Service / Software as a Service framework allows for easy integration with business systems and 3rd party solutions.

There will be competition among medical facilities that can provide an efficient and effective curbside notification experience. Avaya OneCloud™ CPaaS helps make the interaction smooth and simple for both the patient and the medical staff. The process can be automated as much or as little as the medical facility wishes. End-to-end automation with AI Virtual Agents is possible. Features such as patient arrival time estimation and geo fencing can help perfectly time patient service just as they arrive.

A great patient experience that is seamless and easy will drive satisfaction and loyalty because it provides what patients value most: efficiency, safety and convenience.

To learn more about the Avaya Virtual Agent for curbside notification visit us online at www.avaya.com

About Avaya

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