Transforming patient engagement and operational efficiency

CXone Mpower Proactive AI Agent bridges the communication gap between healthcare providers and patients through our proactive conversational AI platform.

In a healthcare landscape that is increasingly shifting towards digital, our solution stands at the forefront of enhancing patient engagement and optimizing operational efficiency.

Healthcare providers often grapple with:

- High rates of appointment no-shows and late cancellations.
- Delays in the completion of prerequisite forms and preappointment actions, leading to undesirable outcomes.
- The need for timely treatment to alleviate the burden on fragile patients.

Proactive AI Agent addresses these challenges head-on:

- **Proactive Outreach:** We facilitate proactive automated outreach for appointment scheduling, preparation, follow-ups, and ensure that prerequisite forms and diagnoses are completed timely.
- **Objective Oversight:** Our platform provides dynamic and personalized engagement strategies designed to automate engagement through goal-oriented digital conversations that optimize operational efficiency and improve business KPIs.
- **Seamless Interaction:** Enhance the level of interaction among medical staff, fostering a supportive environment for both patients and providers.

Gartner research reveals that a dynamic customer engagement (DCE) strategy enables customer service and support leaders to transform their service experience through personalized proactive conversations with customers.

"Shifting from reactive to proactive conversations is a game-changer, delivering nearly effortless experiences, reducing cost and increasing customer lifetime value,"

John Quaglietta,
Senior Director Analyst
Gartner

NICE | CXone Mpower
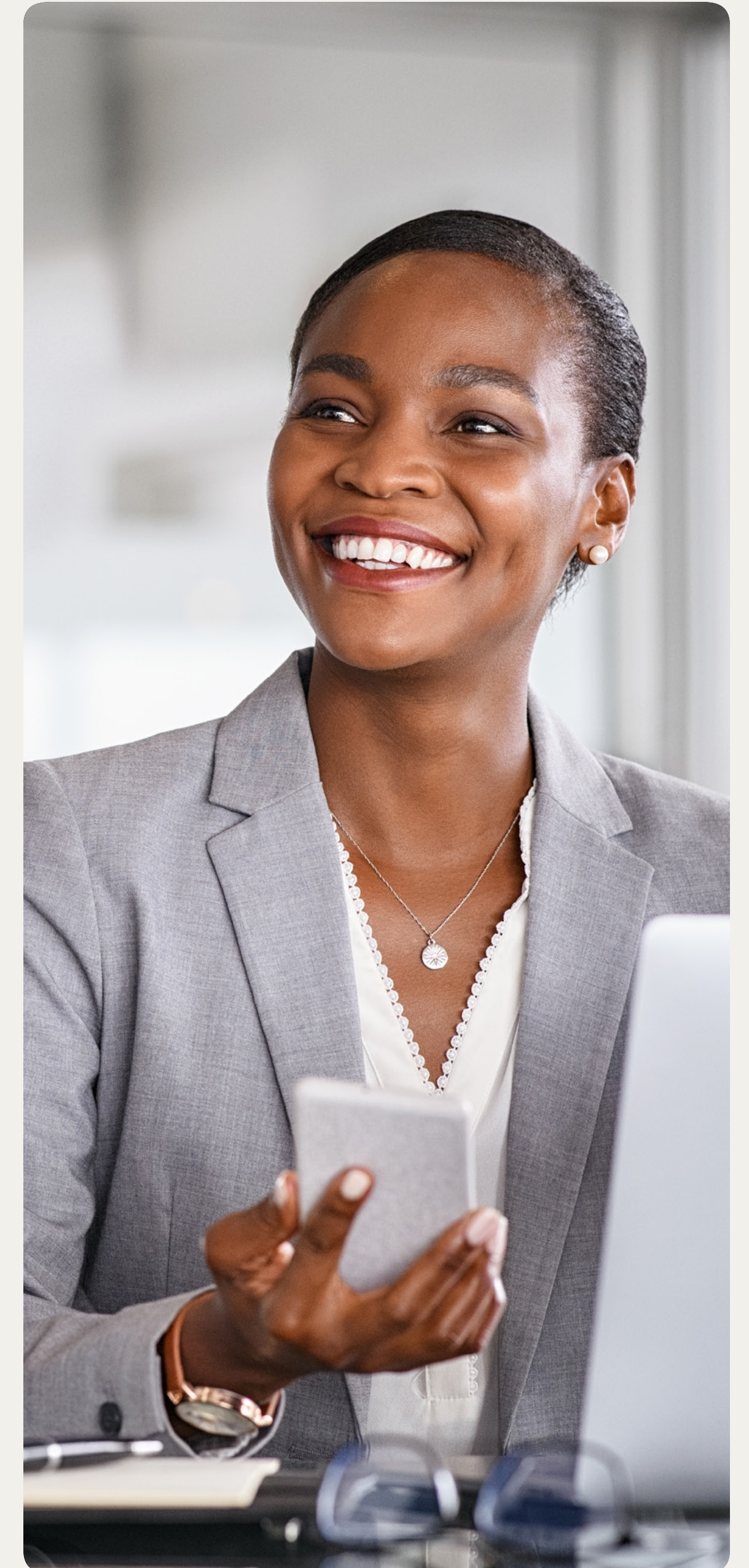
Proactive AI Agent proactive outbound AI communication reaches out to people and serves them, automating their patient journey and solving issues before they become larger problems. Managing patients reactively, when they call or email, can prove problematic. Proactively initiating a conversation, and pre-empting questions and issues with Proactive AI Agent AI can help your patients with a seamless experience while also freeing your agents to concentrate on more complex requests.
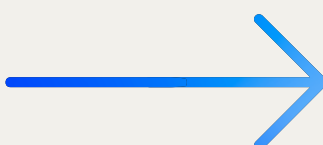
▶ **Click to watch**

How Proactive AI Agent drives proactive business outcomes

1
Listens for conversation trigger

Analyzes system data against business objectives and goals to identify patients who need assistance.

2
Creates the ideal engagement strategy

Identifies the preferred path for each patient and the optimal engagement trategy.

3
Starts a journey with each patient

Proactively engages patients in intelligent conversations over the full duration of their journey via their communication channel of choice. Proactive AI Agent uses AI "natural language understanding" to ensure that patient's intents are understood as part of a natural dialogue.

4
Brings in a human or virtual agent if needed (<10% of journeys)

Monitors conversations and understands when a patient's response requires human or virtual agent engagement. Agents receive the full context of each conversation, to manage the journey to return to Proactive AI Agent.

5
Transacts with client systems

Initiates actions and updates in client systems using APIs or micro -services. All patient records are maintained. Provides performance reporting, creating valuable, actionable insights for continuous improvement and process optimization.
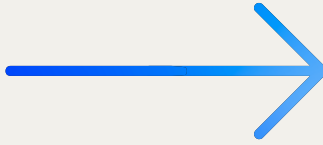
Proactive conversational AI supporting the Patient Care Coordinator (PCC)
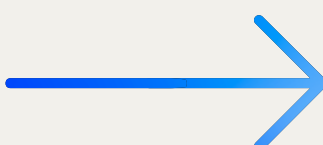
Business challenges
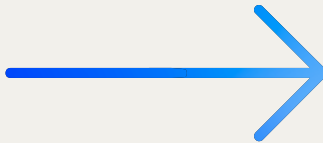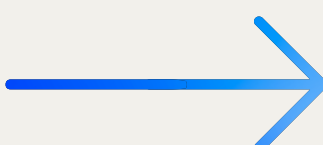
- High rate of reschedules
- High rate of cancels
- Labor intensive for the Patient Care Coordinator (PCC)
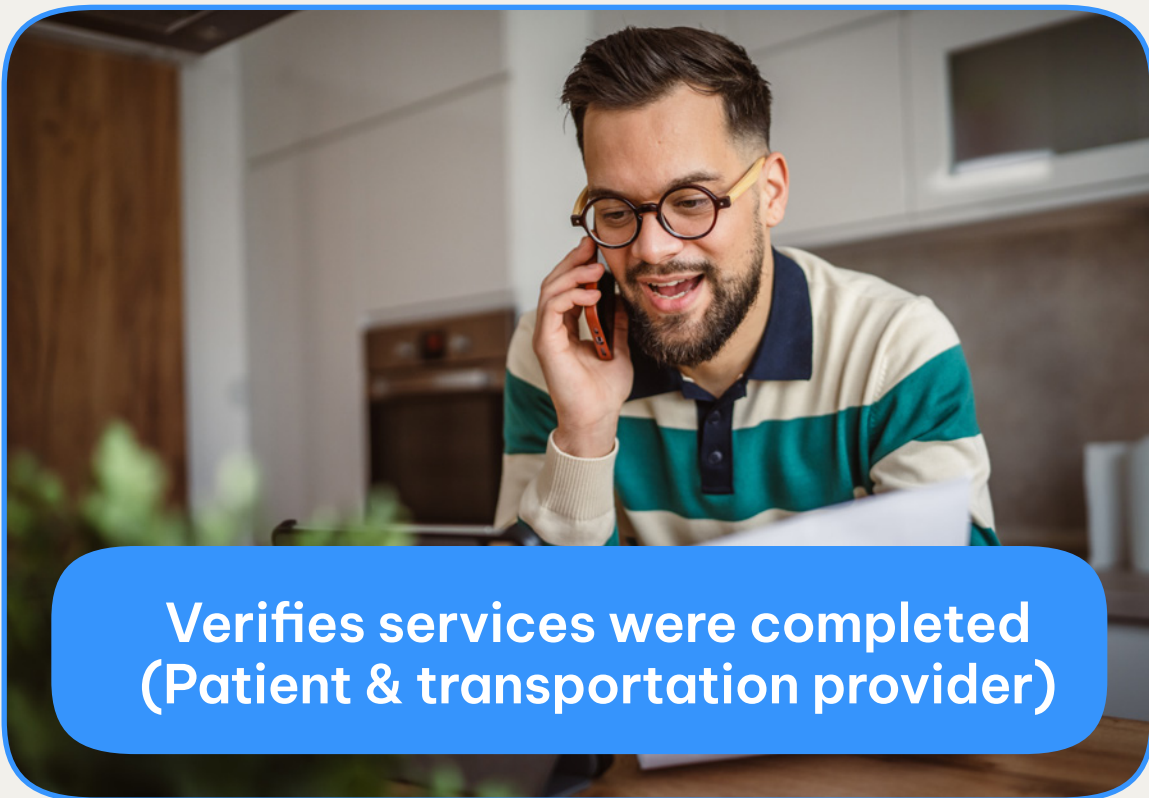- Disjointed appointment management
- Limited communication methods

Confirms appointments with patient & transportation provider
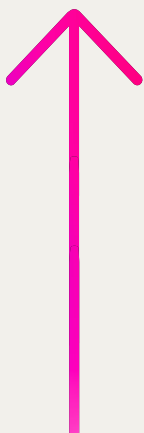

Coordinates appointment modifications
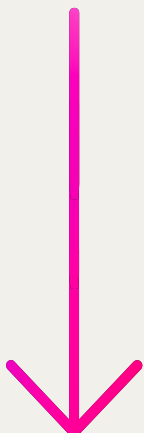

Escalates new patient requests to PCC

Verifies services were completed (Patient & transportation provider)

Business outcomes

- **Increase** in PCC services booked per hour
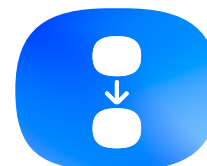- **Decrease** in "no shows" patient & transportation providers

| Dynamic engagement strategies | Conversational with patients & transportation provider | Multi-channel & multilingual | High patient & transportation provider engagement | Business outcome foccused |

Benefits of Proactive AI Agent

• Significant reduction in operational costs
• Enhanced patient satisfaction and experience
• Increased patient engagement
• Improved healthcare outcomes through timely interventions

The journey towards enhanced patient engagement and operational efficiency begins with proactive engagement. We invite you to explore CXone Mpower further through a demo or discussion, to understand how we can contribute to your healthcare delivery objectives.

Seamless, connected, personal

That's NiCE!

NiCE | CXone Mpower

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

www.nice.com

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

Visit nice.com →

Contact us →