



Dash Chat™

Make it Easy for Patients to Communicate with Your Practice

In recent years, consumers have made it clear that they want the ability to communicate digitally with their providers – to ask questions, request prescription refills, confirm appointments, and more. Connecting through text allows for a streamlined 2-way conversation between staff and patients that helps quickly address routine patient inquiries, reduce call volume, and drive overall patient satisfaction.

Dash Chat enables healthcare providers and administrative staff to easily communicate with individual patients through bidirectional messaging to handle inquiries such as office hours, directions, questions about clinical care, or their upcoming appointment. Staff can manage both inbound and outbound patient messages, assign different staff members to respond, and easily route patient messages to internal teams directly from the system.

To capture inbound patient inquiries, providers have the option to embed the Dash Chat widget directly on their website or behind their patient portal which can be leveraged to drive intelligent conversations to help determine the patient's need. These intelligent conversations can be designed from custom or pre-set templates used to guide the patient and staff user through the engagement experience.

As providers and consumers both strive for simpler experiences and convenience in their day to day, offering an interactive chat solution can help ensure patients are receiving the right access at the right time to their healthcare provider. Eliminating the complexities of phone triage, and relying on staff to manage voicemails and call-backs, can allow providers to significantly improve operational efficiency and deliver consistent access to care.

Key Features	Value Add
<i>Inbound Messaging (Live Chat)</i>	Reduce call volume, foster better patient-physician collaboration, and stay connected throughout the care journey with HIPAA compliant chat.
<i>Internal Team Chat & Messaging</i>	Stay connected with internal teams at all times, both individually and through broader group channels.
<i>Departmental Routing</i>	Enable seamless communication with internal teams for quick triage and resolutions of patient inquiries.
<i>Auditing</i>	Easily search, filter, and view chat thread history and export provider-patient chat conversations to tie into patient records.
<i>Live Chat Widget</i>	Enable a modern, user-friendly widget on your website to attract new website visitors.