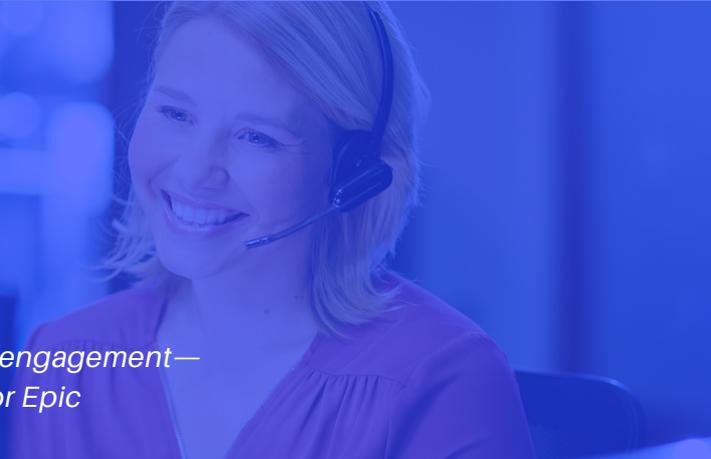


SOLUTION OVERVIEW

Acqueon Epic EHR Integration

Total agility, full access to Epic data & extraordinary patient engagement—
all powered by our comprehensive pre-built API structure for Epic



Create 5 ★ patient experiences every time with powerful workflows for the top Epic modules: Scheduling, Pharmacy, Referrals & Triage, PLUS complete access to patient data in Epic

SOLUTION OVERVIEW:

Powering the Future of Healthcare for Patient Engagement-Obsessed Organizations



Patient experience tops the healthcare agenda in the era of "consumerized" healthcare. Acqueon's Epic EHR integration delivers innovative and proven patient engagement capabilities. Providers need scalable, easy-to-deploy technology that lowers overall operating costs. Patients want efficient and convenient communication, self-service options & extraordinary service. Using Acqueon, healthcare organizations and their agents have simple, smooth workflows for the most-common Epic modules: Scheduling, Pharmacy (Prescription & Refills), Referrals, Triage (and coming soon, a new workflow for Epic's Billing module).

Healthier, Happier Patients AND Revenue Cycle ROI?

Add Acqueon to your Contact Center & ignite a proactive patient engagement transformation



Advanced proactive outreach: outbound campaigns via voice/SMS/email, sequences, campaign chaining & much more)



Personalize live & automated patient communication to promote vital wellness programs & care initiatives



Agent tools to handle payment notifications and revenue cycle workflows from a single, centralized system

TOP REASONS PROVIDERS USE ACQUEON'S EPIC INTEGRATION

See why Healthcare Systems choose us to address digital expectations, collections & patient retention

- 1

Agility & Ease of Use
Agents work INSIDE your desktop, with single screen access to the full contact center toolset
- 2

Shorter Calls + More FCRs
Automatic patient ID & access to full patient details increases First Call Resolution rates
- 3

Compliance for the Win!
Acqueon's Epic Connector is built with Compliance in mind; no patient data is stored and access to data is completely secure (for both live-agent & IVR/Bot interactions)
- 4

Ends missed appointments
Fast, significant improvements to revenue & staffing impact of missed appointments via seamless appointment scheduling/rescheduling & cancellation workflows
- 5

Customizable IVR/Bot
Acqueon gives Epic access to the contact center IVR/Bot so you have flexibility to customize your patient's self-service options & experience

BIG-IMPACT FEATURES THAT TRANSFORM PATIENT ENGAGEMENT OUTCOMES

- Full Epic API Hub enables business agility; deploys fast & equipped to support shifts/pivots to the engagement strategy
- Manage the complete patient workflow: info-gathering, scheduling/rescheduling, triaging, prescriptions/refills, referrals, well-care, post-care & more
- Caller-info widget w/ telephony controls & post-call dispositions right inside the agent's desktop
- Agent-access to Epic's HYPERSPACE application from the agent desktop
- Customizable IVR/Bot build-outs via full access to patient data in Epic

ACQUEON AT A GLANCE

#1

Most Capable Epic Connector

40%

of Healthcare Customers

200+

200+ Enterprise Customers

110K

of Agents Globally

5B

of Digital Interactions/Yr.

★★★★★ Acqueon EHR Connector

Alternative Solutions

Outbound Campaign Management

Enables top four Epic module workflows (Scheduling, Pharmacy, Referrals, Triage + coming soon...Billing!)

PLUS: When used w/ Acqueon's advanced Campaign Manager, add extensive proactive engagement tools (omnichannel outbound communication, sequences, campaign chaining & more)

Lacks agility to address evolving or advanced patient engagement use cases; constrained by pre-developed scripts

Self-Service & Epic Data Capabilities

Fully customized self-service options w/ our proprietary API Hub that enables seamless 3rd-party access to Epic data

Limited self-service capabilities due to a hard-coded, pre-configured IVR/IVA front-end w/ no 3rd-party data access

Business Agility

Unmatched agility powered by a fully built-out API structure to access Epic data. APIs for any new/modified use-cases can be built & deployed fast.

Restricted agility; pivots or changes to engagement strategy/processes are restrained by a pre-configured front-end. Epic data that's not already built into front-end isn't accessible.

Acqueon Epic Connector: Four Powerful Workflows



Scheduling Workflow

Patients can schedule, reschedule, or cancel (w/ an agent or using self-service).



Referral Workflow

Patients are forgetful! Now, agents can help them accomplish important referral tasks & appointments.



Pharmacy Workflow

Agents help patients fulfill new prescriptions or refills, send medications to the Pharmacy, or have them delivered.



Triage Workflow

Virtual care at its best! Agents can automatically identify who's calling, get a 360-degree-view of the patient journey, family history, surgery history, immunizations & medications.

LEARN HOW OUR EPIC CONNECTOR W/ API HUB CAN WORK FOR YOU

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