

# Patient-Journey facilitated by CCaaS technology

1

## START OF SERVICE

- ✓ Patient contacts via their preferred channel



2

## AUTOMATED PATIENT IDENTIFICATION VIA SEAMLESS INTEGRATION

- ✓ Client identification by phone number, CPF, full name, etc.
- ✓ Fully customizable

3

## CHOOSE REASON FOR SEEKING ASSISTANCE

- ✓ Intuitive option tree for a streamlined and optimized patient experience
- ✓ Consistent patient experience across all communication channels



4

## RECEPTION OF DOCUMENTS

- ✓ Patients can submit files in various formats:
  - Image files
  - PDF
- ✓ Ensured service continuity due to consistent contact person



5

## INTEGRATED WITH HOSPITAL INFORMATION SYSTEM (HIS)

- ✓ Human-centered care approach
- ✓ Agent access to patient history for enhanced support
- ✓ Capture patient preferences through notes
- ✓ Team integration for a unified service delivery
- ✓ Unified service
- ✓ Optimized management