



PatientDial

Automate your patient communication strategy, elevate your patient satisfaction and reach out to more patients with our cloud-based dialing solution.

Almost 8 in 10 people don't answer phone calls from unknown numbers.* Making phone calls to patients and guardians is labor-intensive and time-consuming and offers diminishing returns given low answer rates. The opportunity costs associated with missed payments or unscheduled appointments is too great not to automate your outreach efforts.

Support your collections and patient access teams by automating your communication strategy with PatientDial. With PatientDial, you have the choice of using inbound, outbound and blended call environments that can accommodate both live agent and messaging campaigns.

[*Most Americans don't answer cellphone calls from unknown numbers.](#)
— Pew Research Center, Dec. 14, 2020.

In 2021, Experian Health helped clients collect over **\$50 million in patient collections enabled through more than 250K Interactive Voice Response (IVR) transactions.**

On average, we helped clients collect **\$176 per IVR transaction** in 2021.

In 2021, our automated dialer helped our clients **save 900,000 labor hours**, which would have been otherwise spent in manual dialing.

By automating the voicemail process we improved operational efficiency and **saved over 1.5 minutes per voicemail** in 2021.

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Benefits

- Decrease collections costs, maximize in-house cash collections and improve recovery rates by automating outbound collections calls.
- Enable patients to retrieve their balance and pay their bills at their convenience with our automated, always-on payment system.
- Maximize agent productivity by allowing them to seamlessly operate between inbound and outbound calls.
- Increase agent efficiency by automatically populating patient information in the caller screen the moment a call comes in.
- Get access to a full call center suite that gives you visibility over agent performance through voice analytics, call sentiment analysis and call recordings.
- Empower your staff to handle calls while working remotely or in the workplace.
- Increase patient satisfaction by reducing hold times.
- Stay compliant with industry regulations with our powerful compliance tools.
- Make strategic decisions regarding staffing and patient communication by gaining visibility into staff productivity.

How we do it

- **Our predictive, preview and manual outbound campaigns** help increase agent connections while saving time and money.
- **Our blended environment solution** offers the flexibility to monitor incoming calls and automatically slow down outbound calls if necessary.
- **Our AgentPop feature** displays a patient's account information automatically at the point of call connection.
- **Our cloud-based solution is highly secure and portable.** This allows your agents to securely and conveniently take calls from anywhere their computers have an internet connection.
- **Our Queue callback feature** automatically calls your patients back the moment an agent is available, eliminating the need for patients to remain on hold.
- **Our cell phone scrub can enable you to quickly** scrub a phone list and automatically remove phone numbers for compliance purposes.
- Through our powerful and customizable **Business Intelligence** tool, you can monitor and manage agents' performance, including call volumes and durations.
- **Payments over IVR, bill reminders and self-pay options** reduce the need for agent interaction by providing self-service options. Available with PaymentSafe® integration.

PatientDial seamlessly integrates with our Collections Optimization Manager, PaymentSafe® and PatientText solutions.

Visit our webpage to learn more or email us at experianhealth@experian.com to schedule a demo.