








# PatientDial

Cloud-based dialing platform to increase your bottom line — and patient satisfaction

Patients are busy and want convenience. Your organization needs to collect past-due patient debt. Make collections easier and more convenient using a cloud-based dialing platform that offers inbound and outbound communication options. The result? Increased collections, improved patient engagement and greater patient satisfaction.

**PatientDial** is a cloud-based dialing platform that provides inbound, outbound and blended call environments and can accommodate both live agent and messaging campaigns. With PatientDial, interactive voice response (IVR) services are also available to route calls to the proper agents and handle automated and after-hours payments.

## Benefits to you

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-  Maximize in-house cash collections and recovery rates.
  -  Decrease collections costs.
  -  Expand patient engagement channels.
  -  Allow patients to pay their bill at their convenience, 24-7.
  -  Improve patient satisfaction.
  -  Reduce IT workload — Experian Health does the heavy lifting.

## How we do it

- **Bill reminders and self-pay options** — Reduce the need for agent interaction by providing self-service options, such as automated balance retrieval, bill requests and pay-by-phone options.

- **Highly secure and portable solution** — Allow your call center agents to conveniently take calls from anywhere their computers have an internet connection.
- **Visibility into staff productivity** — Monitor and manage agent performance including call volumes and durations to make strategic decisions and process-flow adjustments.
- **“Queue callback”** — Call patients back automatically the moment an agent is available, eliminating the need for patients to remain on hold.
- **“Agent Pop”** — Display a patient’s account information automatically at the point of call connection.
- **Comply with industry regulations** — Scrub a phone list quickly to remove phone numbers for compliance purposes and choose from call-recording storage options.
- **Send automated, mass voice messages** — Quickly and conveniently broadcast important messages.

## Works well with

PatientDial features seamless integration with our Collections Optimization Manager solution, which scores and segments patient accounts and with PaymentSafe®, which securely accepts any type of payment, anytime and anywhere.



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09/20 • 1248-HC

1248-HC- PatientDial-PS-KAM-F2