

Parlance IVA for athenahealth

Conversational AI Automation Solutions

HIPAA-Compliant Voice Assistant: Immediate ROI & Improved Patient Communication

For over 25 years, Parlance has been accelerating patient access and improving agent experiences — the best IVR for hospitals and clinics!

Today, our conversational AI automation solutions assist patients, while also facilitating staff communications at more than a thousand hospitals and clinics across the United States.

The Parlance intelligent virtual assistant (IVA) is purpose-built for healthcare. It automates call routing with ease, delivers highly personalized service, answers FAQs, creates and sends patient cases, and handles appointment management tasks. Healthcare consumers easily connect to the people, information, and services they need, no matter the volume of patient demand.

Parlance IVAs optimize contact center and switchboard operations, providing a HIPAA-compliant, secure and reliable way to boost productivity and cost efficiency. Operators, agents, and front desk staff, relieved from the burden of repetitive work operate top of license and deliver interactions with a more human touch. This enables all healthcare consumers to spend less time waiting on hold, experience better service, and have easier access to care.

Benefits to healthcare organizations that use



- Less caller frustration and easier self-service with the RIGHT balance of AI and human support
- Quick answers to FAQs
- Secure caller authentication
- Easy appointment management for people who want to self-serve
- Less time on hold for patients and their caregivers
- Agents have more time for complicated patient issues and other necessary tasks

Voice-Driven Conversations that are Directed by the Caller

"I want to reschedule my appointment with Dr. Ravi Nishal."

"I need directions to the South Side clinic."

"I have some questions about my bill."

"I'm looking for a patient in the hospital. My mother was just admitted."

"I received a message from you."

"I need to reschedule my dermatology appointment."

"I have a referral to see an orthopedic surgeon about my knee."

Route callers to the right self-service solution or to a live representative for more complex issues

Navigation and Frequently Asked Questions



Intelligent Global Navigation

Parlance answers calls with your brand's greeting, asks an open-ended question about how to assist, and leverages AI / NLU to discern intent, setting the caller on the path that best serves their need.



FAQs

The Parlance IVA leverages state-of-the-art conversational AI to discern frequently asked questions and generate accurate answers. Health systems identify the high volume, low complexity questions that most often need addressing and our virtual assistant sources the data to respond.

Patient Verification



HIPAA-Compliant Verification

Parlance IVA quickly and securely verifies patient identities by asking a series of questions that are aligned with healthcare best practices. By automating patient verification, Parlance IVA optimizes operations and improves patient access. For patients, the process is expedited with less wait time. For representatives, repetitive work is replaced with more care oriented engagement.

Appointment Management



Appointment Information

Parlance provides verified callers with general appointment information such as provider, location, date, and time. Callers can also opt to receive a text message with appointment-specific instructions or even a Google Maps link for a parking or facility location.



Appointment Cancellation

Parlance makes it easy for verified callers to cancel an upcoming appointment and receive a text confirmation. Healthcare organizations decide which appointment types allow cancellation — ensuring callers are transferred to a representative for complex appointments. Restrictions can be set to prevent last minute cancellations.



Appointment Rescheduling

Parlance makes it easy for verified callers to reschedule an upcoming appointment and receive a text confirmation. When patients attempt to cancel, our application prompts them to reschedule instead, promoting continuity of care and keeping effective utilization of providers.



Appointment Scheduling

Parlance empowers verified callers to manage appointments autonomously, 24/7. Patients can schedule appointments and receive a text confirmation. Health systems decide which appointments and providers are in scope, and appointment slots are offered based on existing provider templates.

Patient Cases



Automated Staff Messaging

Voicemails causing a bottleneck? The Parlance IVA will leverage existing patient case creation logic and redirect voicemails into electronic messages. Front line representatives create low-priority care team messages instead of performing warm transfers for approximately 75% of requests. Let our virtual assistant create messages autonomously, following a series of triage questions and patient verification. This reduces hold times for callers and saves the live support team minutes per call.

Analysis & Data Management



Real-time Insights

Monitor every interaction handled by Parlance virtual assistant.



Decision Support

Provide leadership insights and tools to analyze and enhance patient calling experiences.



Call Traffic Analysis

Analyze every interaction handled by the Parlance virtual assistant.



Export Made Easy

Easily share or leverage data and insights from analytics tools.



On-Demand Reporting

Comprehensive data on all call flows, containment, and conversation rates for each patient interaction



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