

# Elevate Your Customer Service, Deliver Better Outcomes

Working together to provide excellent care that offers patients greater convenience and access to care



### Convenience

Put your patients first with service-centered workflows, training, and technology



### Access to Care

Increase access and reduce leakage by managing provider capacity



### Better Performance

Make better decisions with real-time interactive performance dashboards



### Service Excellence

Build a service culture that delights patients and builds happy teams

## Results

- Increased patient satisfaction
- Increased revenue
- Established and monitored Key Performance Indicators (KPIs)
- Improved continuity of care

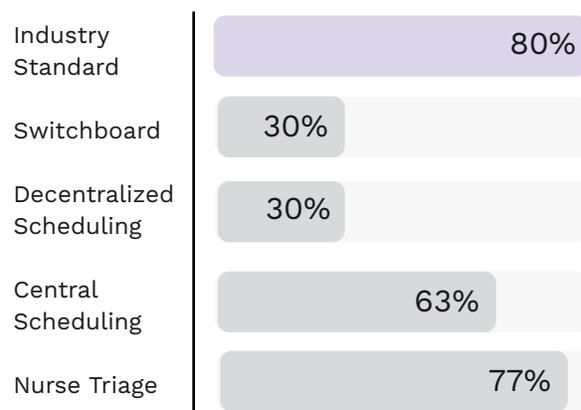
## Health Check

Tegria will perform a virtual Health Check to assess, analyze, and diagnose your contact center. This health check includes:

- Identifying the reasons your patients are calling
- Measuring your first call resolution rate
- Assessing your digital wayfinding
- Determining high-level opportunities

**Are your patient's issues resolved without call transfers and voicemails?** We'll measure your First Contact Resolution rate, the most important KPI for evaluating your patient experience.

### KPI - First Contact Resolution



## Who We Are and What We Do

### Operations

Our consultants have led some of the largest and most respected contact centers in the industry. They're backed by experts in Epic, Analytics, and Training, and have led initiatives at some of the nation's top health systems.

Regardless of where your organization lies in your access journey, Tegria has experience building, optimizing, and reorganizing operations to best fit your patients' and organization's needs.

### Clinical

Our team of nurses manage and direct clinics and contact centers in inpatient, ambulatory, and specialty settings.

Our unique expertise allows us to create clear and concise communication and escalation pathways between non-clinical and clinical teams, leading to consistently positive patient experiences.

Using technology and optimizing processes leads to increased clinical efficiency, increased provider capacity, and standardization of workflows.

### Analytics

From provider capacity planning to effort alignment to template optimization and executive summaries, our suite of contact center dashboards helps you unlock your data to transform access to care.

### Education

Our team has years of experience in healthcare education transformation and the development of e-learning, virtual, and in-person instructor led training.

Our experience includes both operational and Epic training backgrounds, giving us a unique perspective around workflow best practices, environment build, and service excellence.

With a focus on return of investment, our Patient Access Center educators can identify gaps in education, create future-focused content, and use innovative, new technology throughout a learner's journey.

### Technology

Our Patient Access Center Epic Applications team has experience with enterprise Epic implementations, allowing us to provide customized multi-year strategic roadmaps, optimize workflows for the long haul, and provide full gap analyses.

Our proprietary Call Study tool allows us to analyze current telephony structure and reporting, creating a comprehensive view of current performance and a future-state vision.

