

Connecting your patients to quality support and help on their time.

Respond to patients' needs effectively the first time, with Epic MyChart Service Desk.

Challenge

Patients are increasingly taking a more active role in their own healthcare. Along with their families, patients are a critical part of the overall care team and they require both access to and the ability to navigate medical records in order to advocate for themselves effectively.

But unlike for the rest of the care team, for patients, it's personal. It's their health and their lives, and their sense of urgency isn't confined to business hours. Patients expect secure online, on-demand access to health information as well as skilled assistance to support their unique needs.

Providing Epic MyChart is an excellent first step toward empowering your patients, but it can only be as good as their ability to use it—and your readiness to help them. This isn't just a delivery model—it's your reputation.

Solution

Nuance's Epic MyChart Service desk operates as an extension of your organization and is available to help your patients utilize MyChart whenever they need it—day or night. Investing time into understanding your organization's patient-centric processes and workflows allows the team to provide your patients with the experience they deserve.

Certified experts work with patients to solve their immediate issues—from simple password resets and activations to more difficult in-depth queries such as accessing test results. The specialists invest the time to help patients navigate the system and prepare them to take full advantage of all MyChart offers, giving your patients a positive first impression. In fact, the team is able to ensure an aggregate 95% of patient requests/issues are resolved with just one contact.

Nuance's Epic MyChart Service Desk team members have the expertise needed to help your organization successfully engage and empower your patients as part of their own care team. Ensuring your patients get the attention they deserve also alleviates the burden on your IT staff, so they can remain focused on strategic IT objectives and keep your day-to-day activities running smoothly. Since introducing the Epic MyChart Service Desk in 2014, 100% of the current client base has opted to renew when their contracts came due.

You make your patients' health a priority; make sure their experience with Epic MyChart is no different. Investing in Epic MyChart Service Desk saves your patients time and promotes your reputation as a responsive care provider that ensures support is always available.

Key benefits

- 95% aggregate first-call resolution
 - 24/7/365 bilingual access (English and Spanish)
 - Customizes campaigns to help meet activation, messaging and transmission of data requirements
 - Provides optimal services support, with seamless understanding of your organization
 - Acknowledges patient inquiry in less than 60 seconds
-



One-call resolution

Nuance knows Epic MyChart. The support team is certified and trained in a comprehensive MyChart curriculum led by Epic and provides one-call resolution to most patients' issues. This includes Tier 1 basic support for general questions, as well as Tier 2 assistance such as help with messaging or checking the status of a prescription.



24/7/365 availability and bilingual representatives

Health concerns aren't on a set schedule. The Nuance US-based support is here, ready to take your patients' calls. An estimated 20% of inquiries are fielded outside traditional business hours. Epic MyChart Service Desk maximizes the convenience of online access by ensuring accompanying service support is available on demand as well. Additionally, real-time bilingual support is available to help those patients or family members who speak Spanish.



Exceed Meaningful Use goals

Get monthly reporting and analytics to track how and when your patients engage with MyChart. Pinpoint crucial work stoppage issues. Learn patterns and apply insights to improve overall patient engagement and satisfaction.

The MyChart Service Desk team will help you make the most of your investment—including helping you develop and execute customized outreach campaigns to your patients. Nuance understands that gaining your patients' confidence and trust is the real key to meeting activation, messaging, and data transmission requirements.



Onboarding process

As an extension of your Epic team, the MyChart Service Desk team speaks your language, knows the system nomenclature and shares your view of patient care. Every patient interaction with Epic MyChart and the MyChart Service Desk is seamlessly connected by design and executed accordingly. Specialists can even assist in situations where patients need to access—on their time—things like older medical or billing records that may still reside in legacy systems.

A deep understanding of your processes and procedures allows Nuance to better anticipate patients' needs and to guide patients on how to quickly and easily obtain what they need. It's not just a better first impression—it's a better experience overall.



Patient-friendly and responsive

The team treats every interaction with your patients with care and as an opportunity to improve their health. Nuance knows patients who understand the MyChart tool are far more likely to use it.

The Nuance service-level agreements focus on acknowledging calls in less than 60 seconds, keeping the call abandon rate under 5%, and following up on email and customer relationship management acknowledgments in less than two hours.

A successful and timely resolution to each inquiry offers a sense of control and reassurance, encouraging patients to take a more active role in their approach to healthcare services.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit nuance.com/healthcare.

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#) and [Facebook](#).