VELTRIS
INNOVATE | ACCELERATE | TRANSFORM

Improving Patient Interactions with HIPAA-Compliant PMS Phone Integration

The Client

A large dental support organization (DSO) needed an automated solution to reduce call center staff time on patient calls while improving efficiency, productivity, and patient communication.

The Challenge

The client required a solution that would:

- Increase call connection rates
- Save call center staff time
- Improve overall efficiency and productivity
- Provide relevant patient details instantly during calls

Manually searching through PMS systems for patient details resulted in longer call hold times, inefficiency, and inconsistent patient communication.

Our Solution

Veltris completed the phone integration process, which automatically brings up the patient's profile anytime the phone rings in the client's call center. This helped the client save time as it helped their staff view the patient's details and appointment history on their screen.

The VoIP solution and phone integration enabled the client to accomplish more with each incoming patient call. This pop-up provides the client with the required information to accomplish more during every call and allows them to provide excellent customer service without missing critical details. Call center staff can also quickly toggle between all patient details to view relevant information and ensure that everyone stays on track.

Every incoming call goes through an IVR logic (Via Scripts & Studio) and then the InContact app manages users, skills, station IDs, and mapping between station IDs and phone numbers with extension (which were saved in the InContact Cloud Application). Depending upon the selection's dialer, IVR forwards the call to Ring Central.

Each agent's machine has two software applications open, i.e., RingCentral Phone desktop and MaxAgent web app. MaxAgent shows information about the incoming call, whereas RingCentral is used to accept the call.

Veltris also built a web portal that extracted data from the PMS system the client uses to schedule appointments based on patients' requirements. This helped the call center staff work only with the web portal instead of individual PMS systems. Once an appointment is scheduled through a web portal, it is automatically reflected in the PMS system.

The Results

- Patients will no longer need to be put on hold while the call center searches for their records.
- All valuable and crucial information auto populates on screen through InContact and RingCentral's pop-up.
- When a patient of record calls, it quickly gathers important patient data from the PMS database and displays it in a pop-up window.
- Call center staff does not need to learn various PMS systems.
- Call hold times are significantly reduced.

Key Benefits

- Improved call rate
- Time saved
- Improved appointments & productivity

About Veltris

Veltris is a Digital Product Engineering Services partner that delivers next-generation technology and industry solutions across the healthcare, technology, communications, manufacturing, and financial sectors.

Veltris enables clients to build, modernize, and monetize smarter products and platforms powered by Connected Industry AI solutions. Through an experience-centric approach, agile delivery, and differentiated talent, Veltris helps businesses optimize product development cycles, monetize platform investments, and drive transformative outcomes in niche micro industries.