

| **Healthcare**

# MANAGE PATIENT ACCOUNTS & SERVICES MORE EFFECTIVELY TO IMPROVE PATIENT CARE

Noble’s contact solutions help Healthcare services organizations improve patient care by reducing costs and improving customer service at every opportunity – from scheduling and pre-registration to account services and ongoing relationship management – all while maintaining regulatory compliance, patient privacy and agent efficiency. Whether your business is a hospital, medical group, or service bureau specializing in medical accounts, Noble can help your call center run smoothly and give your team the tools to be successful.

## KEY BENEFITS

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**Increase Contact and Response Rates**  
Get more right-party contacts with multiple numbers per patient, advanced dialing algorithms, list management, and best time to contact.
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**Assign Inbound Calls for FCR**  
Use skills-based routing to get patients to the best resource. Assign reps to “own” repeat patients, send new accounts to separate groups, or route high-value patients to more successful reps.
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**Ensure Legal Compliance**  
Patented tools help you protect personal data and meet complex regulations, including wireless dialing, consent, PCI-DSS, HIPAA, TCPA, FDCPA, DNC, Ofcom, GDPR, etc.
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**Improve Rep Engagement**  
Give team members clear vision into their goals and progress, and recognize their achievements for a more engaged workforce.

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**Support Self-Service**  
Self-service options let patients handle confirmations, account changes, and payments and free your agents for more complex issues.
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**Automate Easy Tasks**  
Keep overhead costs low and improve productivity with virtual agents, personalized messaging, consolidated workflows, and process automation.
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**Streamline Workflows**  
Help your reps do more in less time and optimize utilization by putting multiple tools (scripts, appointments, account databases) and omnichannel queues into a single, integrated desktop.
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**Manage More Efficiently**  
Real-time dashboards and in-depth reporting and analysis let you see performance and results so you can fine-tune strategies.

## WHAT OUR CUSTOMERS SAY

“ Completed registrations are up by +80% and Patient Service Center calls increased by +120% on the inbound side and +170% on the outbound side. The Noble Solution paid for itself the first month it was in operation, with a net gain of hundreds of thousands of dollars.

## FEATURES

- Call pacing and omnichannel, multi-session queues
- Intelligent call routing based on agent skills, customer attributes, and more
- Detect voicemail/machines, busy signals, disconnects
- Self-service patient account updates and payments
- Compliance tools for PCI-DSS, HIPAA, TCPA, FTC, FDCPA, DNC, GDPR, etc.
- Pre-record disclosures/rebuttals and manage call-backs
- In-call and post-call voice and screen monitoring
- Real-time dashboards and performance reporting for total visibility
- Best time to contact and strategy management by region and channel
- Audio and video recording for verifications and quality
- Integrate with payment portals, contact lists, scheduling, and third-party platforms
- Streamline scheduling and improve adherence
- Track goals and reward employee achievements