



COMMERCE

COMMUNICATION

CONTINUITY

E=MC⁴™

Cost Effective Real-time Information

The Benefits and Importance of constant and consistent data communications and automation in Healthcare are increasing as the data and communication demands change with a growing, mobile and information-savvy patient population.

How can these growing demands continue to be met on a very personalized and high quality delivery basis? By connecting, integrating and automating all of your systems and services with a customized, intelligent and automated communication solution.

The **ConnectCARE™** solution accelerator, deployed on the **EngageESP** platform, was one the first hosted telephone, unified communication and messaging services offered, appropriate and secure for the healthcare market. From doctor, hospital and clinic settings; to mobile, long-term, home health, specialty pharmacy and clinic services; **ConnectCARE™** is an automated system enabling efficient patient, staff and service partner communications by automating and enabling self-service for such things as managing appointment confirmations and reminders via multi-modal communication (telephone, web site, email, text messaging, etc.), enabling patients and mobile staff to securely update personal information and the approval of work-flow specific authorizations while away from the office or home.

Deployed standalone, integrated with third party systems or integrated with **CliniCARE™** or **ClientCARE™** solution accelerators from **Engage, ConnectCARE™** effectively helps to reduce no-shows and increase arrival rates, helping providers improve their operations, visibility, and revenue.



With **ConnectCARE™**, healthcare service organization and providers are able to:

- ✓ Contact patients at designated times, clinical staff and technicians at defined service events, leveraging multi-modal (phone, mobile, email, text message) communications or preferred device options based upon time and/or called party
- ✓ Eliminate hours of front-office work, freeing up time for other valued tasks
- ✓ Deliver appointment-related messages (date, time, location, treatment instructions, etc.) for further clarity while enabling on-demand retrieval of this information by the patient or service provider via secure telephone or web browser interface
- ✓ Maximize daily scheduling by filling appointment vacancies with waiting list and work-in clients
- ✓ Seamless integration with either third party systems or with **CliniCARE™** or **ClientCARE™** solution accelerators from **Engage, Inc**

FEATURES

- ▶▶ Hosted CAAS (Communication As A Service)
- ▶▶ Non-Intrusive, Works with Existing Systems
- ▶▶ Open Integration
- ▶▶ Access via Phone or Web Browser
- ▶▶ Call Detail Record Exports
- ▶▶ Subscription Based/Usage Based Billing
- ▶▶ Automate Credit Card Processing via Phone
- ▶▶ Encrypted Data, PCI,HIPAA Compliant, SAS90 Type II

Contact us today!



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