

Healthcare Communications Transformed with CPaaS

Datasheet

Modernize the patient experience and boost satisfaction with communication automation

The healthcare industry is rapidly undergoing changes to care delivery and evolving patient expectations. From a shift in volume-based to value-based care, healthcare providers are moving from the pandemic crisis response to recovery and renewal with added pressure to adapt to a new patient-centric, always-on digital care model that's accessible from anywhere. This means being able to:

- ✓ Create continuous SMS, voice and chat touchpoints throughout the patient experience
- ✓ Streamline appointment management with automated scheduling as well as voice and SMS reminders
- ✓ Integrate data from multiple channels to create a complete picture of a patient's health
- ✓ Support virtual care through personalized communications and digital self-service
- ✓ Optimize the time employees spend on patient care by automating administrative tasks and common needs
- ✓ Securely protect patient data, such as medical history, test results, prescriptions and other sensitive information

Secure, easy-to-use solutions that bridge the gap between technical and clinical needs

Our solutions take the hard work out of patient communications by tackling challenges that healthcare providers face daily. With our easily deployable apps and value-added services, providers can focus less on administrative tasks and more on what matters - their patients.



Appointment management

Omnichannel, self-serve scheduling and automated appointment reminders



Payment processing

PCI Compliant payment processing and bill reminders for on-time, easy payment



Prescription management

Automate prescription requests, questions, instructions and notifications



Patient surveys

Gather valuable feedback from patients with automated phone surveys



COVID hotline

Automate responses to common inquiries using Smart IVR and NLP



Notification alerts

Real-time SMS and voice recording notifications to employees & customers

Why Healthcare providers choose IntellePeer

Building the right communications solution starts with the right partner. At IntellePeer, we understand the challenges that the healthcare industry faces and the complexity of managing the patient experience - from personalized communications to appointment scheduling, prescription refills, data security and more. Our solution takes the complexity out of communications, so that providers can put their patients first.



Rapid time to value

Create custom workflows for your organization that can be deployed within hours, not days



Enterprise security

Our platform is secure and compliant with GDPR, HIPAA, PCI, and STIR/SHAKEN



Scalable

Rapidly deployable solutions that can scale to the entire enterprise in minutes with the cloud



Low code, no code

Turn-key prebuilt applications designed for everyone, from business user to advanced developer



Unmatched reliability

99.999% network reliability and 24/7/365 access to industry-leading expert support



Award-winning support

Our Customer Success, Managed Solutions and Solutions Engineer teams are here to support your success

About IntellePeer

IntellePeer delivers rapidly deployable communications solutions for an always connected world. Powered with AI and analytics, our omnichannel platform instantly improves your customers' communications experience. IntellePeer provides industry leading time-to-value with automated communications solutions that work seamlessly with existing business software and infrastructure. Our no code templates, low code, co-creation, and developer API options provide customers with simple, easy-to-use tools that can be utilized by anyone and are also accessible through developer APIs.