



UJET for Healthcare: Transforming the Patient Experience and Operations with AI-Powered Communications

Introduction: The Evolving Healthcare Communications Landscape

The healthcare industry is undergoing a significant shift, driven by rising patient expectations and the need for operational efficiency. Patients today are digital-first consumers who expect the same level of seamless, on-demand service from their healthcare providers as they get from any other industry. They're looking for personalized, accessible, and immediate support across multiple channels, from scheduling appointments to handling billing inquiries. This is a major change from traditional, siloed communication methods, which often lead to frustration, long wait times, and a loss of trust.

For healthcare organizations, this presents a unique challenge. They're grappling with persistent workforce shortages and staff burnout, rising operational costs, and the complexity of integrating new technology with legacy systems. All of this is compounded by the critical need to protect sensitive patient data and comply with stringent regulations like HIPAA. There's a clear gap between what patients expect and what many institutions can realistically deliver.

AI is emerging as a vital solution to this dilemma. It has the potential to transform patient engagement and support by automating routine tasks, providing 24/7 self-service, and freeing up clinical staff to focus on more complex, high-stakes care. However, adoption has been cautious due to concerns about data privacy and the need for new tools to integrate seamlessly with

existing systems. UJET is designed to bridge this gap, offering a modern, integrated, and secure platform that addresses these core challenges while leveraging the power of AI to create a truly patient-centric experience.

Challenge: Meeting High-Stakes Healthcare Demands

Healthcare institutions face a complex set of communication challenges that impact everything from patient satisfaction to financial health.

- **Fragmented Patient Journeys:** Patients are often bounced between different departments—appointments, billing, pharmacy—each with its own phone number and process. This disjointed experience is frustrating and inefficient.
- **Persistent Security and Privacy Concerns:** Healthcare organizations handle an immense volume of sensitive data, making them prime targets for cyberattacks and data breaches. Ensuring HIPAA compliance and protecting patient information is a non-negotiable, high-stakes priority.
- **Workforce Shortages & Burnout:** The industry faces a critical shortage of skilled professionals, which leads to heightened mental strain and burnout for existing staff. This can result in longer shifts, inconsistent service, and high turnover rates.
- **High Volume of Routine Inquiries:** Healthcare staff are frequently overwhelmed by repetitive, low-stakes questions about clinic hours, appointment reminders, and prescription refills. This diverts valuable time and attention away from critical patient care.
- **Digital Expectation Gaps:** Today's patients expect fast, mobile-first support via chat, SMS, or in-app messaging, not long hold times or limited hours of operation. Many institutions struggle to meet this demand.

- **Lack of Actionable Insights:** With siloed systems, it's difficult to get a unified view of the patient journey and understand the "why" behind their interactions. This lack of data makes it hard to identify trends, improve services, and make data-driven decisions.
- **Inefficient Payment & Billing Processes:** The complexity of healthcare billing and insurance can be a major pain point for patients. Handling secure payments over the phone or in-app introduces significant compliance burdens.
- **Interoperability Issues:** Legacy systems (like EHRs and CRMs) often don't communicate with each other. This forces staff to toggle between different applications, which prevents a unified patient view and slows down service.



Solution: UJET's AI-Powered Platform for Patient-Centric Care

UJET offers a transformative solution to healthcare's communication challenges: a unified, AI-powered Contact Center as a Service (CCaaS) platform. Built on a modern, secure, and reliable cloud architecture with multi-region redundancy for mission-critical uptime, UJET leverages AI across the entire patient journey and operations for intelligent automation, personalized interactions, and actionable insights.

Recognizing that healthcare is personal and security is paramount, UJET adopts a mobile-first, CRM-first approach, including deep-integration with SpinSci for connected care across the entire patient journey. We offer Software Development Kits (SDKs) to embed communication directly within existing patient portals and apps, making support easily accessible and context-rich. Our CRM-first architecture prioritizes deep, native integrations, using the CRM as the central source of truth. This minimizes the storage of sensitive patient data (PII) within UJET, enhancing security and compliance with regulations like HIPAA.

Our platform goes beyond traditional omnichannel limits by enabling seamless, contextual, and blended communication across all channels. Patients can switch from a phone call to an in-app chat or share a photo via SMS without losing any context or having to start over. UJET's AI and automation capabilities are designed to handle the high volume of routine inquiries, freeing up clinical staff to focus on what matters most: providing empathetic, high-quality care.

By directly addressing the industry's strategic imperatives—digital transformation, AI adoption, data security, and operational efficiency—UJET is positioned as a strategic enabler for modernization. We empower healthcare organizations to deliver a patient experience that builds trust, drives loyalty, and supports long-term growth.



Key UJET Capabilities for the Healthcare Industry

UJET delivers a portfolio of integrated CCaaS, WFM, QM, and AI capabilities to tackle the challenges of the healthcare industry, all while strengthening security, improving operational efficiency, and enhancing patient satisfaction.

- **Intelligent Omnichannel Communication:** UJET unifies voice, chat, SMS, email, and social media into one platform. This allows patients to connect on their preferred channel and switch between them without losing context, ensuring a consistent and fluid experience.
- **AI-Powered Automation & Intelligence:** Our AI suite enhances both patient and staff experiences. An AI Virtual Agent provides 24/7 self-service for routine inquiries like scheduling appointments or checking billing status. Agent Assist offers real-time guidance to human agents, suggesting responses and surfacing relevant knowledge from a CRM or EHR, speeding up resolutions and reducing agent burden.
- **Deep CRM-First Integration:** UJET's unique architecture makes the CRM the central source of truth. By natively reading and writing patient data from platforms like SpinSci, Salesforce, or Microsoft Dynamics, agents get a unified view of the patient's history and journey in one place, eliminating the need to toggle between systems.
- **SmartActions:** This innovative feature enables secure, real-time multimodal exchange between a patient and agent. Patients can securely share photos of prescriptions or screenshots of an error message, accelerating troubleshooting and improving first-contact resolution. SmartActions can also facilitate secure, PCI-compliant payments.
- **Robust Security & Compliance Framework:** UJET is built with security as a core principle. Our CRM-first approach minimizes PII storage on our platform, a huge win for HIPAA compliance. We also offer biometric authentication via mobile devices (fingerprint or Face ID) for secure patient verification, providing a safer alternative to traditional password-based methods.
- **Workforce Management (WFM):** Integrated WFM capabilities help healthcare organizations optimize staffing. It provides accurate forecasting and automated scheduling to ensure the right number of agents are available during peak times, such as flu season or open enrollment, reducing costs and agent burnout.
- **Actionable Insights & Reporting:** UJET's real-time dashboards and AI-powered analytics provide deep visibility into patient interactions. This data helps identify common issues, analyze sentiment, and understand why patients are calling, enabling continuous service improvement.

Benefits: Elevating the Patient and Staff Experience

UJET's platform delivers measurable business value for healthcare organizations, improving patient and staff experiences while driving operational efficiencies.

- **Higher Patient Trust & Satisfaction:** By providing secure, personalized, and seamless support across all channels, UJET reduces patient effort and builds trust. The ability to handle complex needs efficiently and resolve issues on the first contact leads to higher CSAT scores.
- **Increased Operational Efficiency:** UJET streamlines communication workflows, breaking down departmental silos. AI features like Virtual Agents and Agent Assist reduce average handle time (AHT) and after-call work (ACW) by automating routine tasks, freeing up human agents for more complex cases.
- **Simplified Security & Compliance:** Our CRM-first architecture keeps sensitive patient data within your existing systems, simplifying your compliance burden. Features like biometric authentication provide a higher level of security, giving both patients and providers peace of mind.
- **Empowered Staff & Improved Retention:** UJET's intuitive, unified agent desktop reduces training time and tool fatigue. Automated workflows and a seamless experience for agents lead to higher job satisfaction and lower turnover rates, a critical benefit in an industry facing staff shortages.
- **Future-Proof Scalability:** Our cloud-native architecture scales effortlessly to handle fluctuating demand, whether it's a seasonal spike in calls or a sudden emergency. You can add new channels and features as your needs evolve, without the need for costly and complex overhauls.

A leading health device company chose UJET to support its rapid growth while ensuring reliability and meeting strict data privacy and security requirements, particularly in China. In just seven months, they had implemented the solution across North America, EMEA, and APAC, achieving significant milestones:



IVR System in Nine Languages: Implemented an IVR system in nine languages, covering 18 countries, enabling consistent customer support across global markets.



Enhanced Operational Efficiency: Boosted efficiency by enabling agents to access real-time customer data, allowing them to work faster and offer more personalized and seamless customer experiences.



Full Compliance with Data Privacy Regulations: Achieved full compliance with data privacy regulations in China, ensuring the company met or exceeded all local requirements for secure data handling.

UJET Solutions: Use Cases in Healthcare

UJET's intelligent, mobile-first platform directly supports the diverse communication and engagement needs of hospitals, clinics, and health insurance providers.

Patient Inquiries & Appointment Management

Challenge: High volume of calls for routine tasks like scheduling, canceling, or rescheduling appointments.

UJET Solution: Deploy a Virtual Agent to provide 24/7 self-service for common questions and appointment booking. Use Intelligent Routing to escalate complex inquiries to the right specialist.

Secure Billing & Payments

Challenge: Handling secure payments and sensitive billing inquiries while maintaining PCI compliance.

UJET Solution: Use SmartActions to facilitate secure, PCI-compliant payments within a call or chat, shielding the agent from sensitive data.

Remote Patient Support

Challenge: Remotely troubleshooting issues with patient portals, medical devices, or apps is inefficient without visual context.

UJET Solution: Enable SmartActions for secure photo/video sharing. A patient can share a screenshot of an error message or a photo of a device, allowing the agent to diagnose and resolve the issue faster. Leverage screen share so your staff can see what patients are seeing on the mobile or PC screen, in real-time, for contextual assistance.

Nurse and Care Coordination

Challenge: Nurses and care coordinators need a unified view of patient information to provide personalized, efficient support.

UJET Solution: Deep CRM/EHR integration gives care teams real-time access to patient records, appointment history, and communication logs in a single interface, enabling more informed and empathetic conversations.

Insurance Member Services

Challenge: High volume of calls about claims status, benefits, and eligibility.

UJET Solution: A Virtual Agent can handle routine inquiries and provide instant updates on claim statuses across both voice and lower-cost digital channels. Intelligent Routing can connect members with a specialist for complex policy questions.

IT Helpdesk Support

Challenge: Supporting a wide range of users, from hospital staff to patients, with diverse technical issues.

UJET Solution: Use AI Agent Assist to provide real-time knowledge base suggestions for IT agents. SmartActions for image/video file exchange and screen share to co-browse and see what staff are seeing can help your staff quickly troubleshoot issues.

Patient Intake & Triage

Challenge: Efficiently collecting patient information and triaging needs to route them to the appropriate care provider.

UJET Solution: The Virtual Agent can conduct an initial intake conversation, gathering essential information and using Intelligent Routing to connect the patient to the most suitable department or specialist, saving time and ensuring proper care.

Call to Action

Ready to elevate your healthcare communication and provide the kind of patient-centric experience that builds lasting trust and loyalty? UJET's AI-powered platform helps you meet the demands of modern healthcare by offering seamless, secure, and efficient patient experiences from the first interaction to the last.

Discover how UJET can help you meet the challenges of the healthcare industry and achieve your strategic goals.

Request a Demo

See the UJET platform in action and explore how its features can be tailored to address your institution's specific needs, from patient support to billing and IT.

<https://ujet.cx/request-a-demo>

Contact a UJET Specialist

Discuss your unique challenges and learn how UJET can partner with you to design a truly seamless and intelligent communication strategy for your patients, members, and staff. <https://ujet.cx/contact-sales>

Explore Further Resources

Visit the UJET website to learn more about the platform's capabilities, security posture, and AI innovations tailored for the demands of the healthcare industry. <https://ujet.cx>