



# Five9 Intelligent Virtual Agent for Healthcare

## Advanced self-service puts patients at the center of their care experience

Intelligent virtual agents (IVAs) empower patients to take control of their healthcare by making it easier for them to access important information and manage their appointments, health records, and prescriptions. Enhancing self-service options helps healthcare providers offer a more engaging and efficient care experience that improves satisfaction scores while managing costs.

### Patient Support and Health Information

IVAs use natural language processing (NLP), which allows patients to express their needs in a conversational manner, get answers to commonly asked questions about medical and administrative procedures, make payments, discretely complete screening questionnaires, or be routed to the correct department quickly and accurately.

### Appointments

Provide a 24/7 hotline for patients to schedule their own appointments. IVAs easily integrate with most calendaring systems to fulfill booking requests. Minimize no-shows without

diverting your staff from other duties by creating an automated reminder system with personalized messages.

### Prescription Management

Patients can use IVAs to refill their prescriptions at their convenience without the need to wait to speak to a pharmacist. Virtual agents can also schedule pick-up and delivery of the medications, collect payments, and send a reminder when it's time for a refill.

### HIPAA Compliance and Frictionless Authentication

Reduce risk and increase trust by enhancing patient privacy. Five9 IVAs are HIPAA compliant and can collect sensitive patient information without revealing any information to a human agent. Virtual agents also leverage voice biometrics to verify caller identity quickly and easily without having to go through the tedious process of answering security questions.

### Key Capabilities

- Natural language processing
- Speech recognition
- Text-to-speech
- Multilingual
- Voice biometrics
- HIPAA compliant
- Intelligent callbacks
- Omnichannel
- Outbound alerts
- Code-free tools
- Self-managed platform
- Pre-built IVA templates
- Pre-packaged integrations



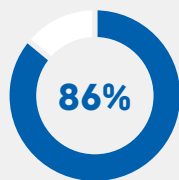


### Test Center Locator

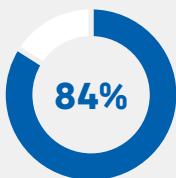
Providers can deploy a virtual agent application that allows patients to locate their nearest laboratory location by saying or entering their ZIP code and matching it to information in a back-end data store. The location information can be played back to the caller or shared via SMS. The virtual agent can also give the patient the option to schedule an appointment.

## By the Numbers

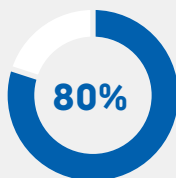
Salesforce's 2019 Connected Healthcare Consumer Report found that healthcare consumers find AI somewhat or very promising for the following: <sup>1</sup>



Appointment  
Booking



Health  
Reminders



Call Routing

Inference Solutions' 2020 "Intelligent Automation Post-Covid" survey found IT decision-makers in healthcare agree: <sup>2</sup>

71%

**Intelligent self-service automation** has yielded a positive ROI

65%

**Automating more customer support tasks** has helped improve customer relationships and loyalty

78%

**Automating more customer support tasks** has benefited their workforce

## Payments and Collections

Empower your customers to make secure payments and transfers 24/7, in real time, any time, via voice, chat, and SMS. Automate the collections process with personalized messages. Draw debtor details from a spreadsheet or integrate the solution with your billing system.

## Health Insurance Enrollment, Eligibility Assessment, and Plan Management

Virtual agents help health insurers scale their service centers for peaks in demand during open enrollment periods. They can also send out enrollment reminders and collect information to determine eligibility. Customers can use IVAs to file or check the status of claims and make PCI compliant payments on their accounts 24/7 without waiting for a live agent.

## Setting Up Your IVAs

Launching virtual agents is easy because Five9 IVAs are built on top of the Five9 Inference Studio platform. Studio is a code-free, user-friendly interface that you can access in your web browser to build and manage your IVA applications. It includes a task library of nearly 50 pre-built IVA applications, including tasks for appointments, FAQs, and payments, and can be customized by non-technical business users without the help of professional developers. You can also create your own applications from scratch by dragging and dropping call flow components onto a blank canvas and deploy your IVAs within a few days or weeks.

Once deployed, you can continuously update your applications—with new prompts or additional self-service options, for example—without engaging a professional services team. This enables you to adapt to business changes in real time.

To learn more about Five9 IVAs and how they can improve the patient experience, visit [www.five9.com/products/iva](https://www.five9.com/products/iva).

## References

- <sup>1</sup> "Connected Healthcare Consumer Report," Salesforce, 2019.  
<https://www.salesforce.com/form/industries/hls/connected-healthcare-consumer-report/>
- <sup>2</sup> "COVID-19 Intelligent Service Automation Report," Inference Solutions, 2020.  
<https://www.inferencesolutions.com/covid-19-intelligent-automation-report>

## About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating billions of customer engagements annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to help customers reimagine their customer experience. Designed to be reliable, secure, compliant, and scalable, the Five9 platform increase agent and supervisor productivity, connects the contact center to the business, and ultimately helps deliver tangible business results including increased revenue and enhanced customer trust and loyalty.

For more information visit [www.five9.com](https://www.five9.com) or call 1-800-553-8159.



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