

# Deliver a New Patient-Centered Healthcare Experience



Healthcare Industry

The healthcare industry has to contend with a growing population, increased complexity of services, new regulations, and rising costs. As an overarching goal, care providers want to deliver better quality, improve patient outcomes- and bring value. SmartBotHub's conversational engagement platform can be instrumental in creating personalized and useful interactions based on each patient's unique intentions and objectives. This makes it possible to reduce the operating costs of patient interactions, solve tough challenges and unearth new opportunities at the same time.

With SmartBotHub, healthcare providers such as hospitals, clinics, dentists, pharmacies, and care facilities can offer an intuitive and always-on, self-service experience for common inquiries and easy completion of tasks that can be automated.

Connect with the estimated 2.71 billion smartphone users worldwide in 2019 and the 90% of millennials who prefer messaging and self-service over human interaction for initial interactions.

Overcome the fact that on average, 40% of online visitors can't find their own healthcare service information and ensure you deliver an effective self-service experience.

**INDUSTRY**  
Healthcare

**REGION**  
United States

**BUSINESS IMPACT**  
Intelligently translates each patient's intent to determine how best to get them what they need.

SmartBotHub's user experience is unlike existing web and mobile applications, which require an understanding of how to navigate them to get answers and do not offer proactive suggestions. SmartBotHub intelligently translates each patient's intent, as expressed through their own language, to determine the best way to get them what they need. Capturing the user's intent is what ensures the interaction successfully and quickly delivers answers.

SmartBotHub can be deployed where you want, including on-premise and on cloud-hosted options to address the range of security and privacy policies found across healthcare companies.

### SmartBotHub Conversational Platform Core Capabilities



#### Integrated

SmartBotHub becomes an intelligent frontend to all your existing and future systems to unlock the data they hold and use it to interact meaningfully with users.



#### Fast

SmartBotHub enables your team to evolve at the speed of digital by eliminating the need for IT resources to deploy the applications and leveraging easy configuration capabilities, which anyone can use to enable efficient interactions for users.



#### Personalized

SmartBotHub simplifies how customers approach your company by taking away the friction typically associated with providing digital interactions and delivering the information users want.

## What Secure BOTs Can Do 24x7

Find a doctor, hospital or facility

Determine the coverage for specialty services

Provide the status on prescription orders

Provide access to forms and claims

Calculate plan deductibles

Purchase coverage and pay for services

Offer reminders and options to reschedule appointments

Deliver updates and results securely with HIPAA compliance



## Solve Tough Challenges and Unearth New Opportunities

SmartBotHub can have a profound impact on your ability to address the ongoing challenges of delivering effective patient-centered online interactions and monetize them.

### Increase service conversions through more engaged care discovery

- Create interactions which are highly personalized and intelligent
- Provide contextual guidance based on the patient's ask and intent
- Deliver intuitive forms with relevant suggestions and offers

**10x** INCREASE IN SERVICES CONVERSIONS

### Reduce care costs through intuitive self-service

- Allow more patients to be served any time of the day and night
- Handle many first- and second-level questions without needing a live person
- Delight users with fast resolutions

**50%** REDUCTION IN CALL CENTER VOLUME

### Increase patient retention and satisfaction

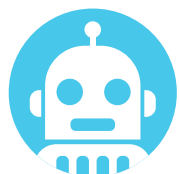
- Build trust by being available 24x7
- Improve patient satisfaction with immediate responses and processing
- Streamlined handoffs to next steps or live medical technicians with full context

**59%** INCREASE IN PATIENT RETENTION

### Reduce friction across support channels

- Automate processes to increase consistency and enforce your brand standards
- Enable predictable and repeatable engagement for patients across all channels
- Improve a third party representative's ability to effectively engage patients

**6 WEEKS** TIME-TO-VALUE & TO REALIZE BENEFITS



### 70+ BOTs Ready to Get You Started

SmartBotHub has already tackled countless use cases in the wild across the healthcare, insurance, financial services, automotive, telecommunications, education, and retail industries. We make these BOTs available to help our customers get started quickly and realize the power of a conversational engagement platform.

## Get Started Today

Call us today for a demo and to discuss how SmartBotHub can help you deliver a new patient-centered healthcare experience.



**1.425.242.3786**

### About SmartBotHub

SmartBotHub enables enterprises to create compelling (chat) message (bot) automated transactions for customers and employees enabling businesses to move faster and provide "always on" services. SmartBotHub is an omnichannel, highly agile platform that connects enterprise applications and services, allowing companies to create compelling and easy-to-use chatbot experiences for their customers. The management team has over 11 years of sophisticated UI/UX design and deployment experience for millions of Fortune 500 end users.

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