

Supporting the Four Aims of Healthcare with Patient Self-Service

TeleVox makes it happen with intelligent bi-directional communication, powered by AI.

Self-Service Appointment Management

Patient self-scheduling improves access to care

Reduces wait time for appointments, reduces no-shows and increases timely appointment cancellation.¹

I need to book an appointment.

Sure. What kind of appointment?

Annual checkup

Sure. Here are some available dates for Dr. Jacobs:
"1" for June 18th at 3:00 pm.
"2" for June 19th at 11:00 am.
"3" for June 19th at 3:00 pm.
"4" for more choices

3

Great. Your appointment is confirmed. We will send you a reminder 3 days ahead of the appointment.



Self-Service Appointment Management

**Aim #1
Improve Patient Outcomes**

Prescription Refills

Information & FAQs

Directions/
Wayfinding

Self-Service Prescriptions

Easy-to-use tools improve patient compliance

14% increase in refill rates was achieved in Medicare patients through interactive text messages.²



Self-Service FAQs

Patient self-sufficiency increases health literacy

Patient self-management support increases patients' skills and confidence in managing their disease state by providing a **2-way information exchange to produce sustainable effects.**⁴

Self-Service Wayfinding

Care continuity leads to fewer appointment no-shows and cancellations

25% of missed appointments were reduced in hospitals using digital wayfinding solutions.³

Self-Service Appointment Management

Patients feel in control and proactive about their health

79% of respondents wanted to be able to use technology when managing their healthcare experience.⁵



Self-Service Prescriptions

Patients want digital access to self-service

72% of patients want digital self-service to request prescription refills.⁶

How do I refill my prescription?

Sure, here are your active prescriptions. Type a number corresponding to the prescription to select it.

- Atorvastatin Calcium
- Levothyroxine Sodium
- Lisinopril

1

You selected Atorvastatin Calcium. Would you like to refill this?

Yes

Your refill request for Atorvastatin Calcium was completed.



Self-Service FAQs

AI-generated responses can be more empathetic than humans

AI language was rated as **more empathetic than language from humans**. AI also had higher ratings for understandability and tone and were more likely to convey positivity and affiliation with the patients.⁷

**Aim #2
Improve Patient Experience**

Prescription Refills

Information & FAQs

Directions/
Wayfinding

Self-Service Wayfinding

Easier traversal reduces patient anxiety

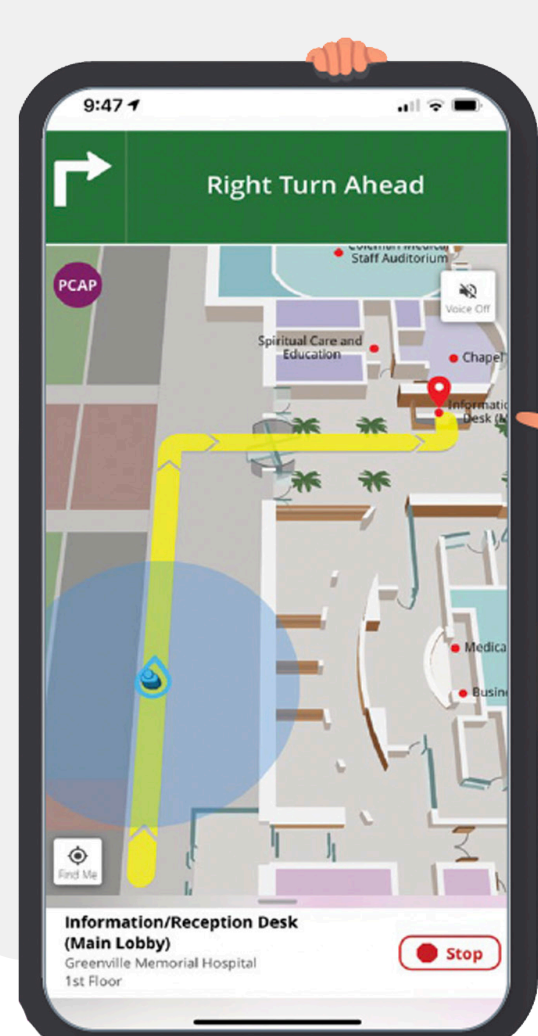
67% of patients think it is **very or extremely important** to be able to find your way around a healthcare facility easily.³

Self-Service Appointment Management

Self-scheduling reduces no-shows

2.7% vs 4.6% Appointments with no-shows were lower among self-scheduled appointments compared to agent-based scheduling.⁸

\$150 billion is the annual estimated cost of missed appointments for healthcare providers.⁹



Self-Service Wayfinding

Reduce staff downtime waiting for late patients

40% of hospitals reported idle staff while waiting for late patients.³

Self-Service Appointment Management

**Aim #3
Reduce Costs**

Prescription Refills

Information & FAQs

Self-Service Prescriptions

Self-service vs human interaction can dramatically reduce costs

Phone conversation costs your organization approximately **\$15.50/call**, while **two-way text messaging costs \$1-5**.¹⁰

Self-Service FAQs

Fewer inbound patient questions allow for more time for clinical care

Study reports **AI-assisted technologies may free up the time of healthcare providers** for essential clinical activities and more in-depth disease- and treatment-related communication with patients.¹¹



How can I order food at the hospital?



Can I bring my service dog?



How do I fill my prescription?



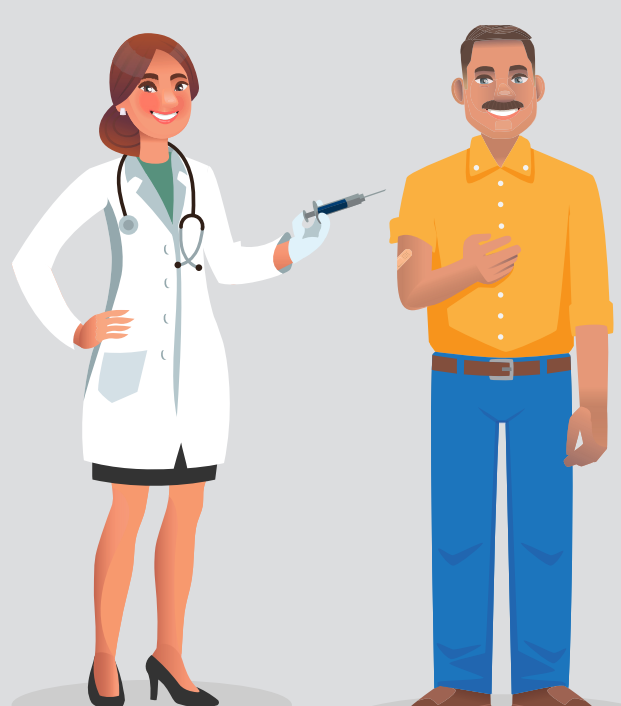
Where can I find parking?



Self-Service Appointment Management

Limiting repetitive tasks reduces burnout

47% of non-clinical staff reported work overload, as a strong predictor of attrition.¹²



Self-Service Appointment Management

**Aim #4
Improve Provider Satisfaction**

Prescription Refills

Information & FAQs

Directions/
Wayfinding

Self-Service Prescriptions

Self-service prescription refills reduce volume in the EHR inbox

One facility reported **prescription renewal requests comprised 16% of the total inbox message volume**, which was about 16 requests per physician daily.¹³



Self-Service Wayfinding

Give back valuable time to providers and staff

Staff took **1.5 minutes to tell patients directions** and 5.3 minutes to actually take the lost person to where they needed to go. **Staff members spent an average of 40 hours per year** giving directions to patients and visitors.³

Self-Service FAQs

Empowering patients to access instructions reduces physician workload

Up to **50% of the time** physicians spend educating/instructing patients can be saved with patient self-service.¹⁴

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