INTERMEDIA®
CLOUD COMMUNICATIONS

Cloud Communications Built for Healthcare

SYNERGIZE BIZ
SAVE | FIX | FUTURE

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Patient expectations are changing fast ...

Source

Responsive, Convenient Patient Communication
Technology Allows Healthcare Organizations to Stay Current With Evolving Patient Expectations

Service Matters

- **90% of US consumers use customer service** as a factor in deciding whether or not to do business with an organization.

- **93% of consumers are likely to** return to organizations who deliver excellent service.

- **Nearly 60% of consumers feel** that long holds and wait times are the most frustrating parts of a service experience.

Hybrid Workforce

- **The workforce now expects** hybrid employment with both on-premise and at home environments

Mobile & Digital Expectations

- **Patients increasingly expecting** choice to connect by phone, text, chat, and video.
- **78% of patients want** to schedule appointments digitally

Telehealth Works

- **79% of patients were very satisfied** with telehealth care during Covid, and **73% will continue to use telehealth.**

INTERMEDIA®

CRAZY

VIDEO MEETINGS
➕
ZOOM
CISCO WEBEX
GOTOMEETING

BUSINESS PHONE
➕
AVAYA
RINGCENTRAL
MITEL
CISCO

EMAIL/PRODUCTIVITY
➕
GSUITE
OFFICE 365
ZOHO

CONTACT CENTER
➕
FIVE9
NICE INCONTACT
GENESYS

STORAGE
➕
DROPBOX
BOX
MS ONEDRIVE
GOOGLE DRIVE

SECURITY
➕
PROOFPOINT
MCAFEE
SYMANTEC

CHAT
MS TEAMS
SKYPE
SLACK

SIMPLE

ONE Communications Platform
ONE Low Monthly Rate

VIDEO / PHONE / CHAT / CONTACT CENTER / FILES / EMAIL

INTERMEDIA®
CLOUD COMMUNICATIONS

4

Tightly Integrated, Highly Efficient
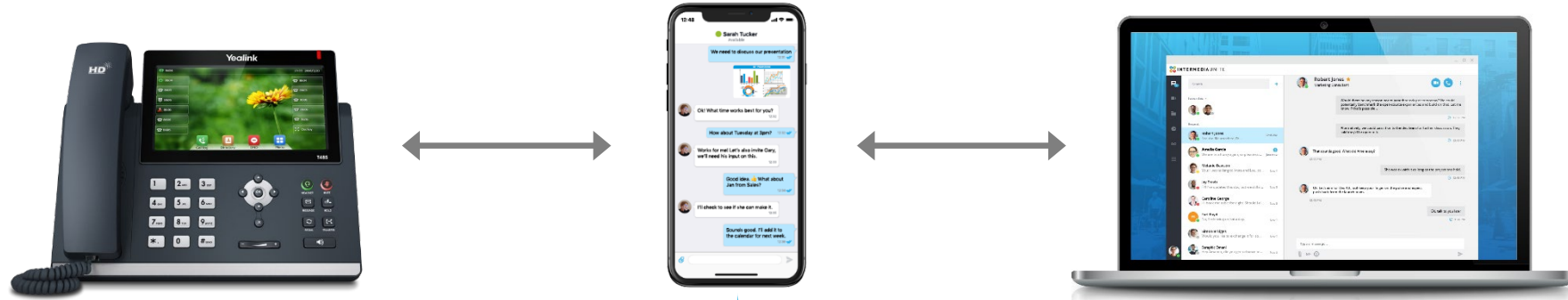
INTEGRATION

PHONE SYSTEM

CONTACT CENTER

VIDEO CONFERENCING & SCREENSHARE

TEAM CHAT AND SMS

FILE COLLABORATION

Epic

ORACLE Cerner

MEDITECH

Allscripts

athenahealth

eClinicalWorks

nextgen healthcare

Office 365

Microsoft Teams

Outlook

G Suite

salesforce

5

We Help Healthcare Organizations Deliver Superior Service Experiences

Efficient Collaboration Between Team Members

Superior Patient Service Experience

INTERMEDIA®

Communications Factors for Healthcare Success

Path to higher revenue paved with better customer experiences

Respond to Every Patient Call

Practice Compliance & Security

Save Time with Proactive Outreach

Deliver Virtual Patient Care

Expand Communications Channels

Improve Service by Tracking Patient Contact

Communications Factors for Healthcare Success

Path to higher revenue paved with better customer experiences
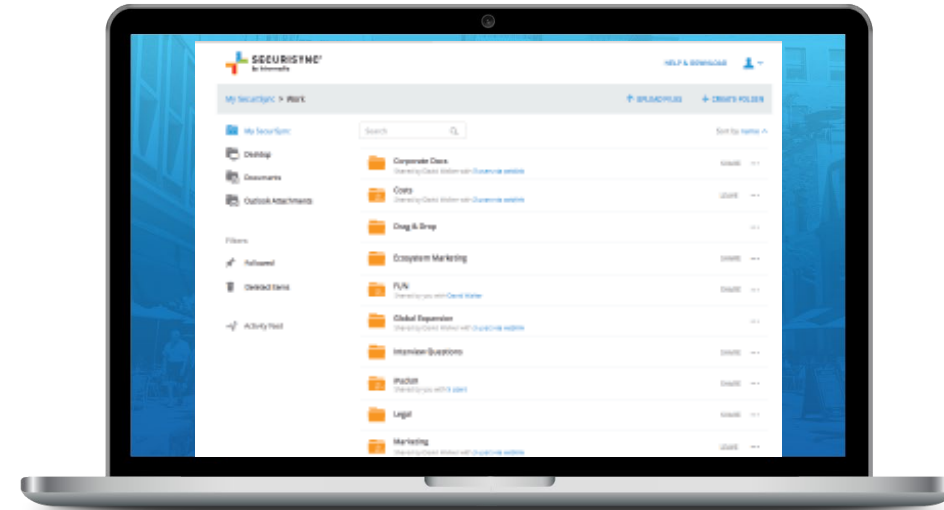
Respond to Every Patient Call

Practice Compliance & Security

Save Time with Proactive Outreach

Deliver Virtual Patient Care

Expand Communications Channels

Improve Service by Tracking Patient Contact

- Patient experiences begin the moment the phone rings

- Get inbound callers to the information they need quickly and without hassle

- Prioritize queries, route callers, to the proper resource, or offer pre-recorded answers to common questions

- Expedite patient verification and call handling using custom patient dashboards integrated with EHR data

- Let patients manage appointments, pay bills, and refill prescriptions using self-service tools rather than wait on hold

Communications Factors for Healthcare Success

Path to higher revenue paved with better customer experiences

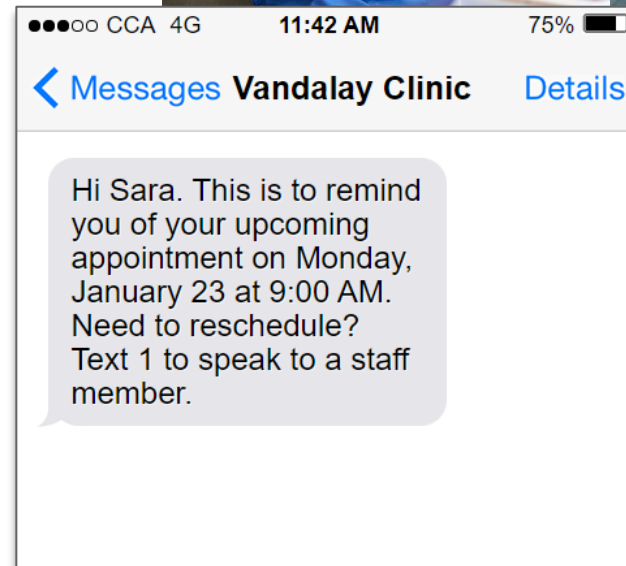Respond to Every Patient Call

Practice Compliance & Security

Save Time with Proactive Outreach

Deliver Virtual Patient Care

Expand Communications Channels

Improve Service by Tracking Patient Contact

- Ensure secure communications with services designed to meet the privacy and security requirements for Protected Health Information (PHI).

- Intermedia can execute a Business Associate Agreement upon request to address HIPAA compliance.

Communications Factors for Healthcare Success

Path to higher revenue paved with better customer experiences

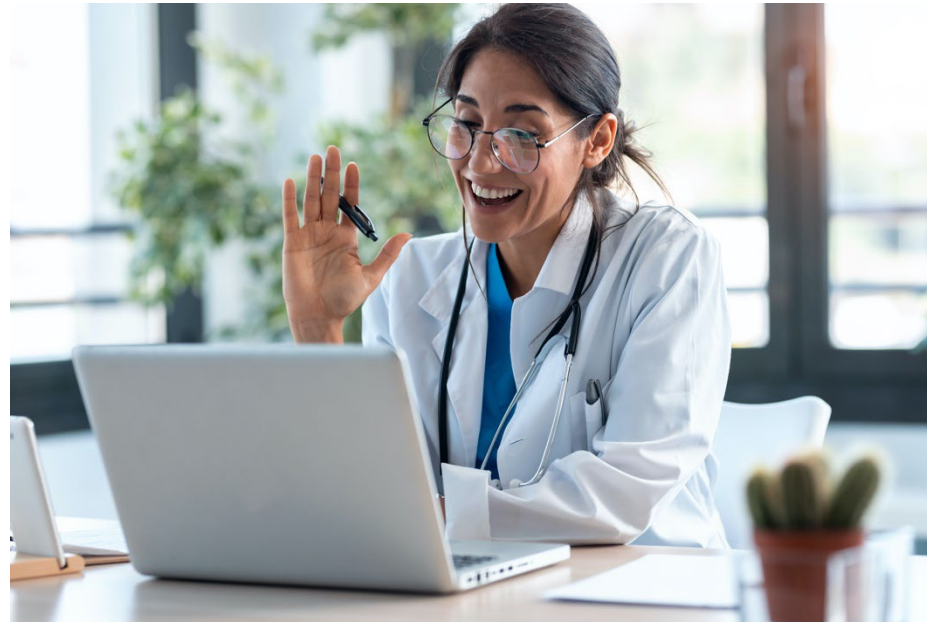Respond to Every Patient Call

Practice Compliance & Security

Save Time with Proactive Outreach

Deliver Virtual Patient Care

Expand Communications Channels

Improve Service by Tracking Patient Contact

●●●○○ CCA 4G   11:42 AM   75% ▮

‹ **Messages** **Vandalay Clinic**   **Details**

Hi Sara. This is to remind you of your upcoming appointment on Monday, January 23 at 9:00 AM. Need to reschedule? Text 1 to speak to a staff member.

- Reduce appointment cancelations, patient frustration, inbound calls, and admin effort significantly with timely and automated appointment reminders

- Satisfy patient preferences for automated outreach with options for recorded phone messages, text, or email

- Send automated reminders for appointments, outstanding bills, and prescription refills

Communications Factors for Healthcare Success

Path to higher revenue paved with better customer experiences

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Expand Communications Channels

Improve Service by Tracking Patient Contact

- Extend the reach of your healthcare team and better access remote specialists with telehealth capabilities

- Reduce risk of exposure to your staff and other patients by using video conferencing for virtual visits

- Engage with patients via secure, HIPAA-compliant video consults.

- Share lab reports, x-rays or other information via video conferencing screen share or secure file sharing

Communications Factors for Healthcare Success

Path to higher revenue paved with better customer experiences

Respond to Every Patient Call

Practice Compliance & Security

Save Time with Proactive Outreach

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Expand Communications Channels

Improve Service by Tracking Patient Contact

- Stay current with patient expectations by expanding your communication channels to include phone, chat, text, video conferencing, or email.
- Protect your employees by displaying their work phone number and email address regardless of device they use to contact patients
- Track all communications, regardless of channel on a single, secure, integrated platform

Communications Factors for Service Success
Path to higher revenue paved with better customer experiences

Respond to Every Patient Call

Practice Compliance & Security

Save Time with Proactive Outreach

Deliver Virtual Patient Care

Expand Communications Channels

Improve Service by Tracking Patient Contact

- Understand your patient experience with metrics that track patient call wait times, frequency of missed calls, and number of transfers.
- Measure call volume to know when to add staff for highest volume periods
- Manage system configuration and call reporting from a single web-based portal
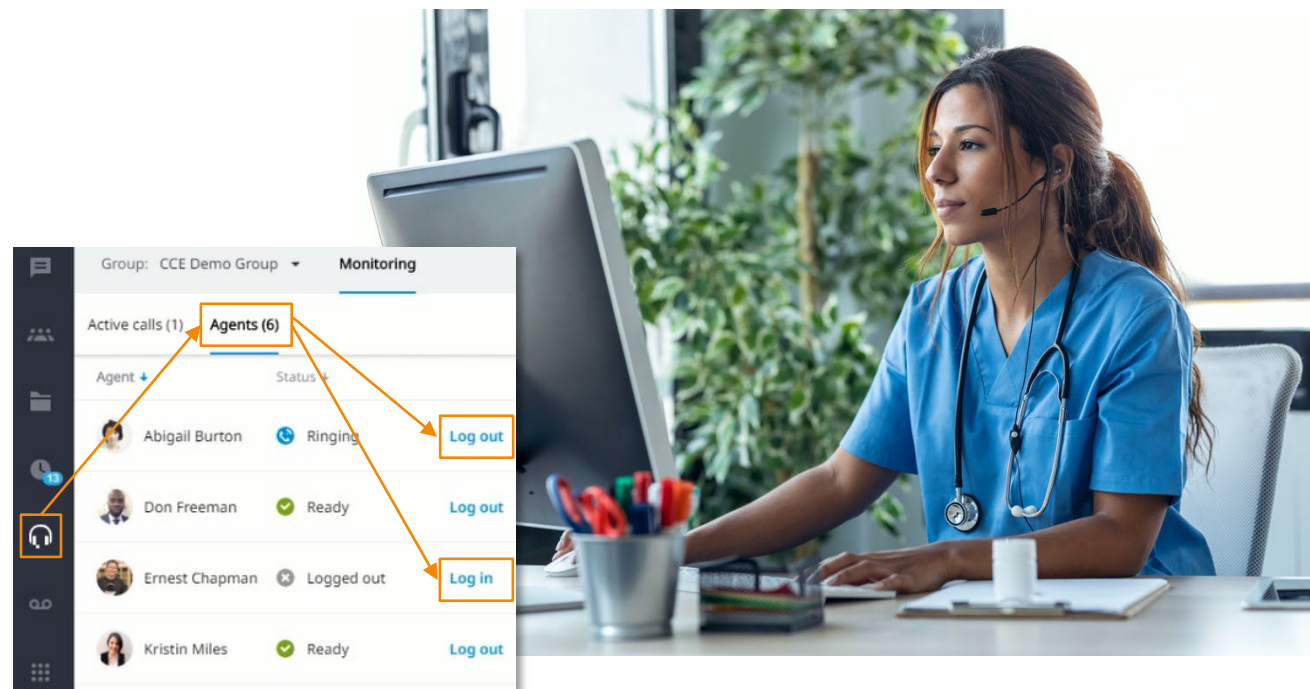
How Do We Help You Achieve All this?

Intermedia Unite® - Complete Communications Solution
Empowering Productive and Connected Distributed Workforces

Plug and Play Phones

YEALINK T46G

YEALINK W60P

POLYCOM TRIO 8800

POLY VVX 450

Intermedia Unite Phones:

- Delivered pre-configured to work seamlessly with Intermedia Unite service

- No special setup required or special technician/IT resources

- Management and configuration of phones from simple web-based management tool

INTERMEDIA ®

Fully Integrated Experience
PC and Mac Platforms, iPhone and Android Devices

Phone with caller ID, hold, park, flip, transfer, conference & more

Group chat

Video conferencing

File sharing & collaboration

Call history

Transcribed voicemails

Contact Center

Receptionist view

Presence

Start meetings, place calls, search in chat, add participants to any chat

HD-quality video conferencing, screen sharing, recording & transcription, annotation, notes & AI virtual assistant

Integrated company directory

17

90+ Enterprise-level Features Included

Full featured phone system

- Call transfer
- Hold
- Park
- Monitor
- Conference
- Contact list
- BLF
- Follow me forwarding
- Call flip
- 3-way calling

Automated Attendant

Multi-menu, scheduled routing with easy graphical setup and management

Call Center

- Flexible call delivery- simul, round robin, sequential, least recent
- Multiple recording, override, reporting

Call Recording

- Automatic call recording: Records all calls placed to a hunt group
- On-Demand call recording: Decide when to record a call on the fly

Receptionist Routing

- Route to one or multiple receptionists
- Scheduled routing based on time of day

Multi-site

Easily deploy phones at remote and home offices

* Customer is responsible for ensuring that all call recordings comply with any applicable federal or state law (including consent requirements).

Network Testing and Real-time Analytics

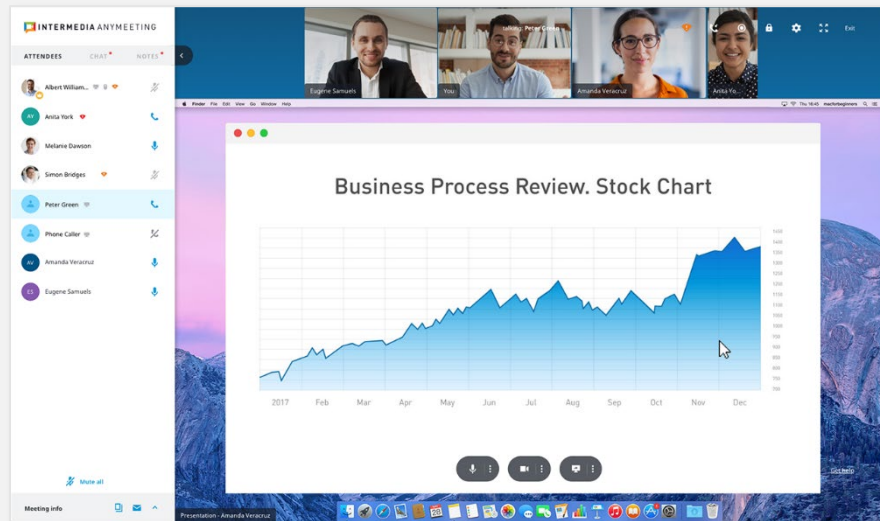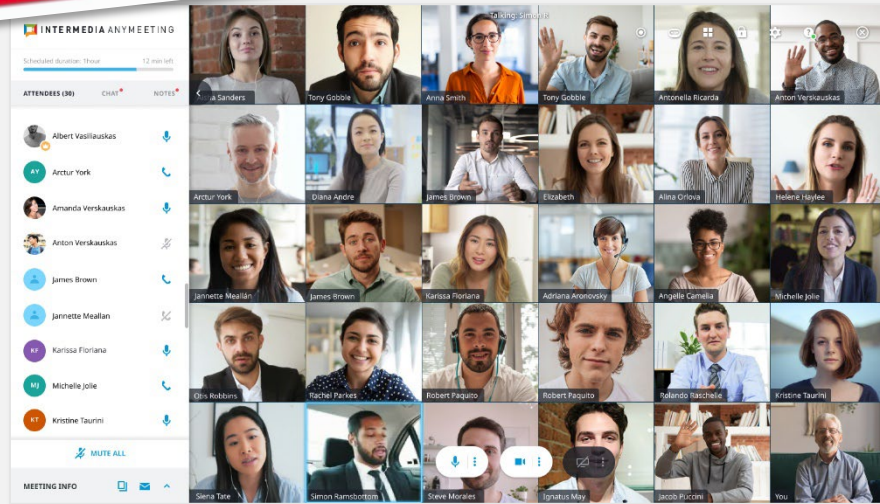## VoIP Scout for Network Testing

Customer QoS Dashboard
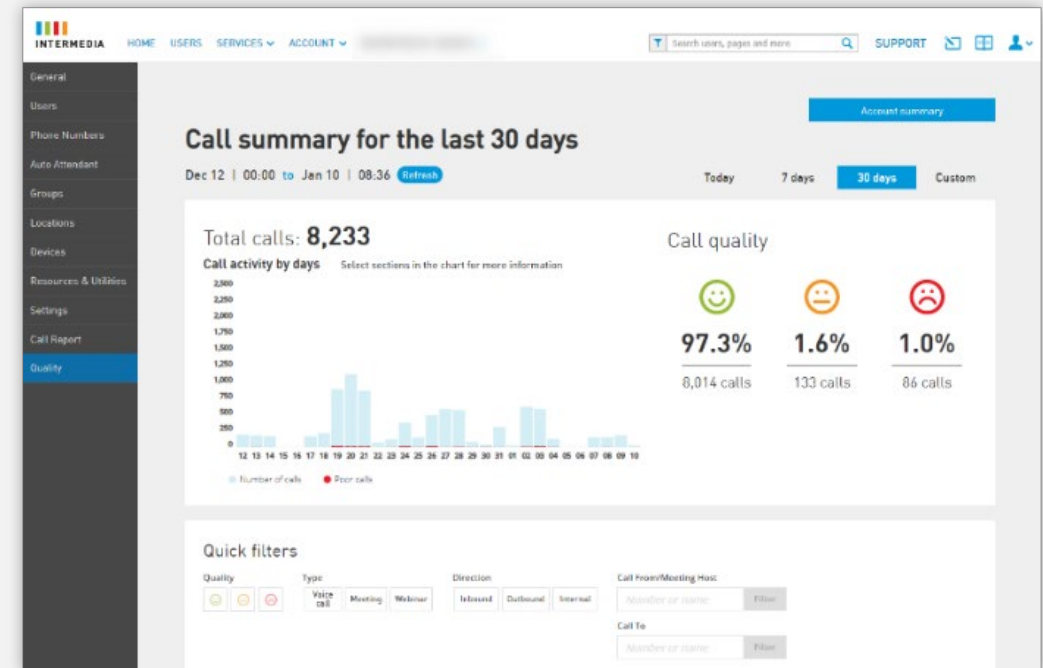
Intermedia AnyMeeting®

Easy, Affordable, Reliable, Secure Online Meetings

PC EDITORS' CHOICE · PCMAG.COM · ●●●●◐ 4.5 Excellent

A comprehensive online meeting service:

- Full HD video and audio

- One-click join – no downloads

- Screen sharing and annotation

- Custom branding

- Outlook, G-Suite, Slack, MS Teams integrations

- AI-based transcription and meeting Insights (Virtual Assistant)

- Meeting lock and unique passwords

- And much more

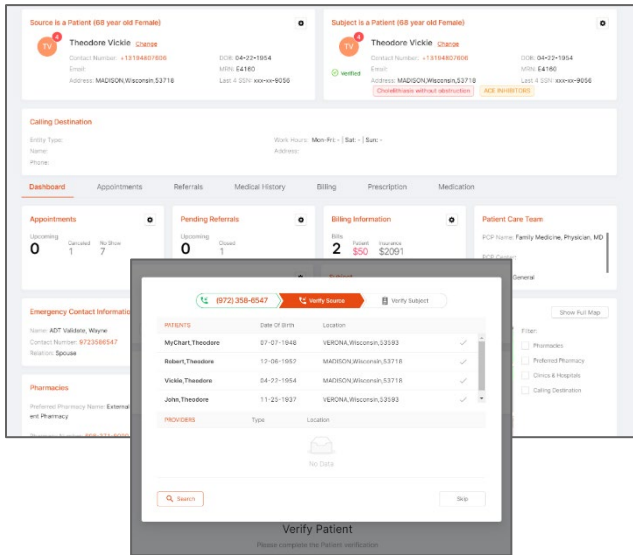**INTERMEDIA®**

Intermedia Contact Center
Delivering Superior, Responsive Customer Interactions from Anywhere
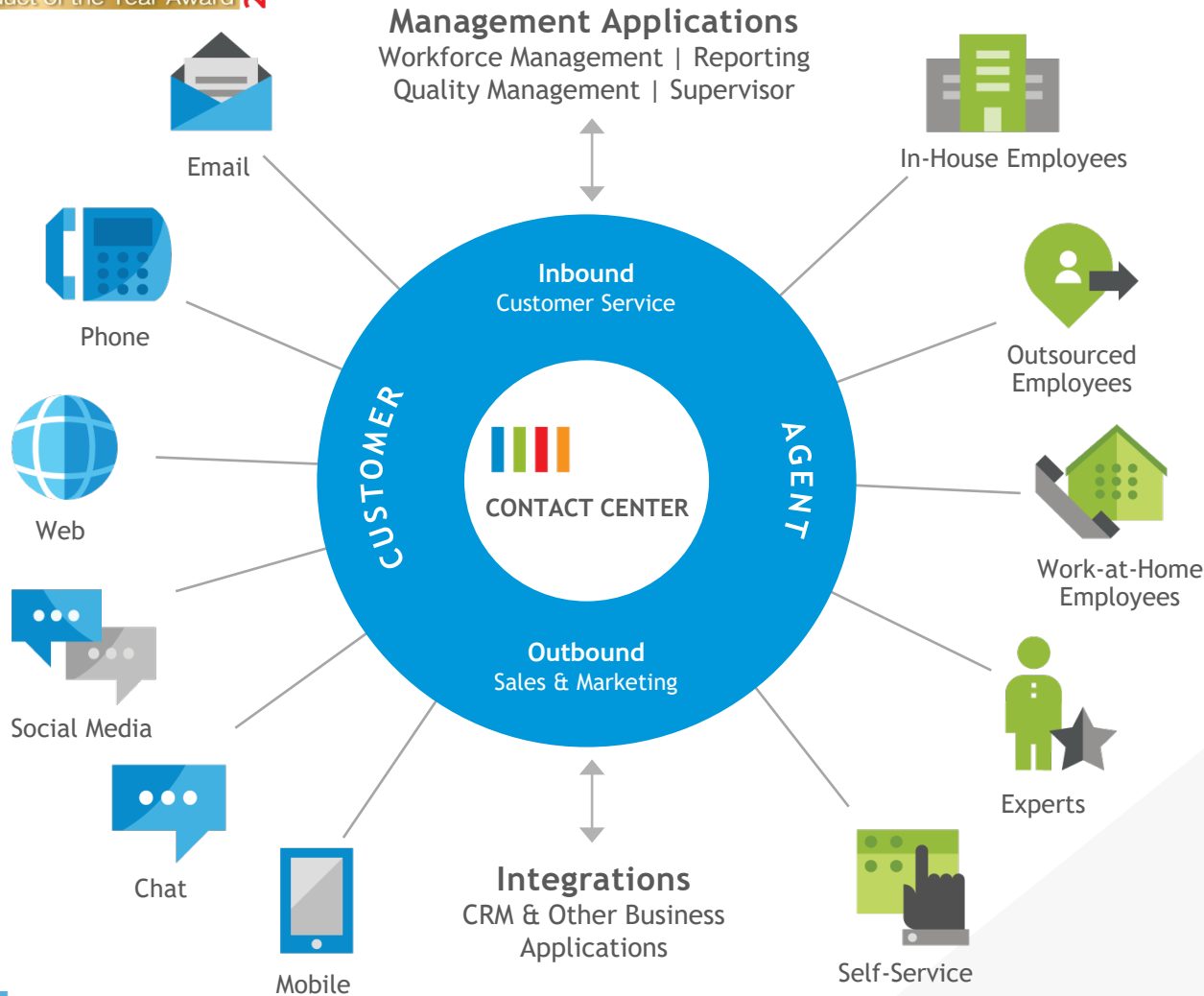
Centralizes customer care in a single, omnichannel experience:
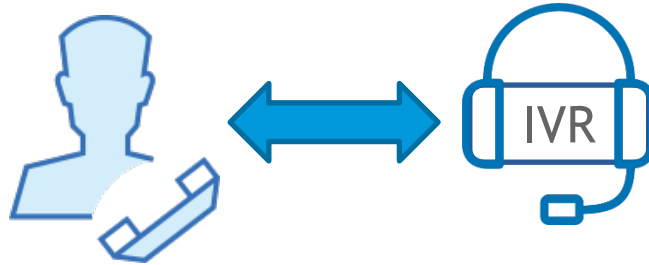
- Agent desktop & mobile application

- Customizable IVRs in minutes with "Easy IVR"

- Skills-based routing

- Real-time agent status display

- Inbound voice channel queues

- Automatic call distribution (ACD)

- Real-time historical & graphical reports

- Real-time performance dashboards

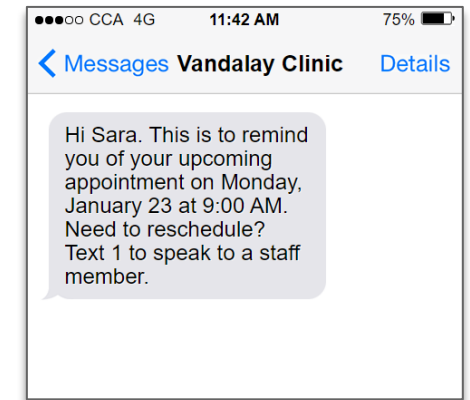- Custom-built EHR and WFM integrations (e.g., Epic, Cerner, MEDITECH, etc.)

SpinSci

Patient Assist

Patient Engage

Patient Notify

IVR

Reduces Call Handle Time

Reduces Call Volume

Increases Medical Adherence
Shortens Revenue Cycle

Epic   **ORACLE Cerner**   **MEDITECH**   **Allscripts**   **athenahealth**   **eClinicalWorks**   **nextgen** healthcare

INTERMEDIA

How Patient Assist Works

Patient Verification

Call Resolution & Documentation

How Patient Engage Works
Automated INBOUND Patient Communications

Patient Engage allows patients to fulfill simple, common tasks themselves without interacting with an employee by using self-service IVR (Interactive Voice Response).

1. A patient calls into the IVR.

2. Intermedia's Interactive Voice Response (IVR) prompts the patient to provide identifying information.

3. The IVR authenticates patient information using the provider's EHR* and allows them to:
   - Manage Appointments
   - Pay Bills
   - Refill Prescriptions

4. The IVR can also allow a patient to exit an IVR session and speak to employees when needed.

* Supported Workflows Varies By EHR

How Patient Notify Works
Automated OUTBOUND Patient Communications

Patient Notify sends automated notifications to patients via voice, text, and email based on real-time EHR events and even allows patients to respond or speak to an employee if needed.

Step 1

Employees record a patient's preferred notification method in their EHR – voice call, SMS text message, or email.

Step 2

Real-time events (e.g., upcoming appointments, prescription refills, bills, etc.) trigger a notification.

Step 3

Patients can confirm information they receive or request to connect with a staff member via voice.

Step 4

Admins can add or remove patients at any time and throttle notification send rates to manage incoming patient interactions.

●●●○○ CCA 4G   11:42 AM   75% ▬

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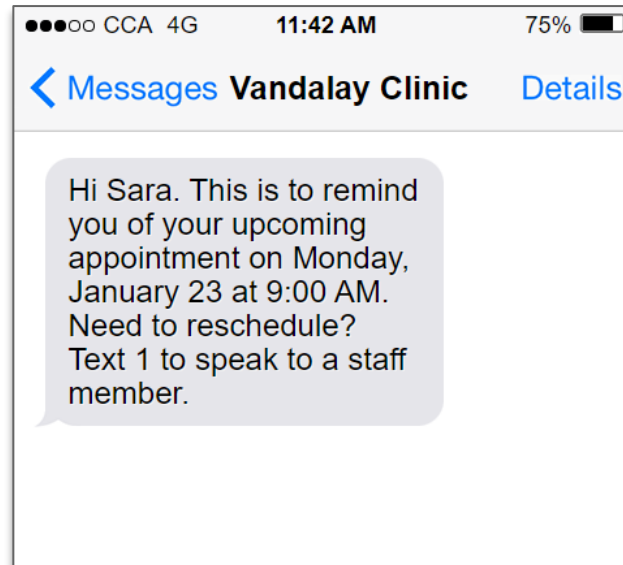
Customers Continue to Choose Intermedia Over Competition
Additionally, new PC Magazine review = highest ranking + again chosen as Editors' Choice
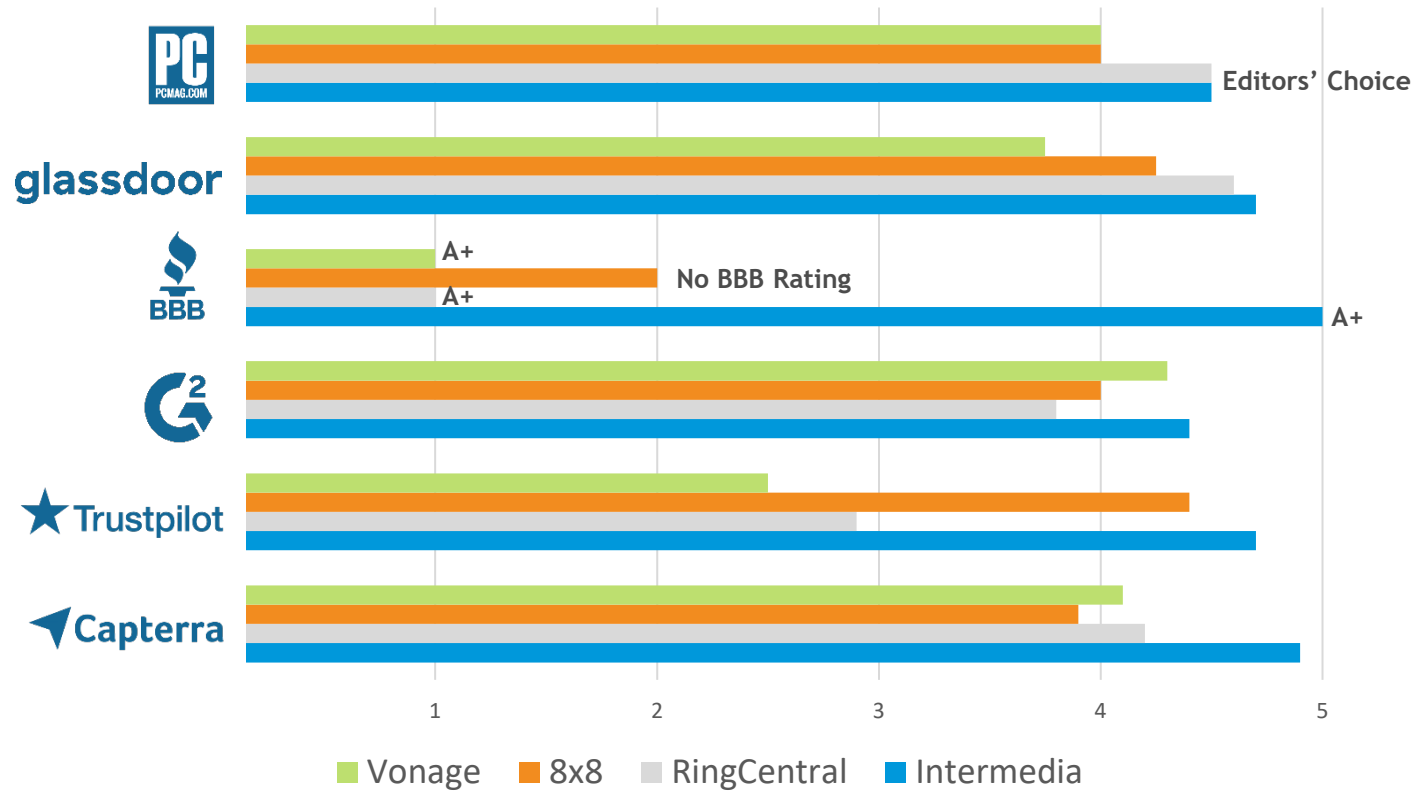
Ratings & Review Sites: Intermedia rates highest

PC PCMAG.COM
- Editors' Choice

glassdoor

BBB
- A+
- A+ — No BBB Rating
- A+

G2

Trustpilot

Capterra

Scale: 1 2 3 4 5

Legend:
- Vonage
- 8x8
- RingCentral
- Intermedia

New Review 9/8/20

PC PCMAG.COM — EDITORS' CHOICE   ●●●●◐ **4.5 EXCELLENT**

THE BOTTOM LINE

Intermedia maintains its PCMag Editors' Choice designation because it delivers an excellent cloud PBX service that includes not only VoIP and videoconferencing extensions but new integrations to connect it with your Google and Microsoft productivity apps.

PCMag Editors' Choice and tied for highest "excellent" ranking with RingCentral and AT&T (sells RingCentral)

VoIP & Phone Service Reviews

LATEST VOIP & PHONE SERVICE REVIEWS

INTERMEDIA UNITE	RingCentral	Republic Wireless Extend Home Review	Line2	AT&T Business
Intermedia Unite Review	RingCentral Office Review	Republic Wireless Extend Home Review	Line2 Review	AT&T Collaborate Review
●●●●◐ 4.5 EDITORS' CHOICE	●●●●◐ 4.5 EDITORS' CHOICE	●●●○○ 3.5	●●●○○ 3.0	●●●●◐ 4.5 EDITORS' CHOICE

INTERMEDIA®

World-class Support and Service

J.D. Power has recognized Intermedia for "exceptional support" – **five years in a row**

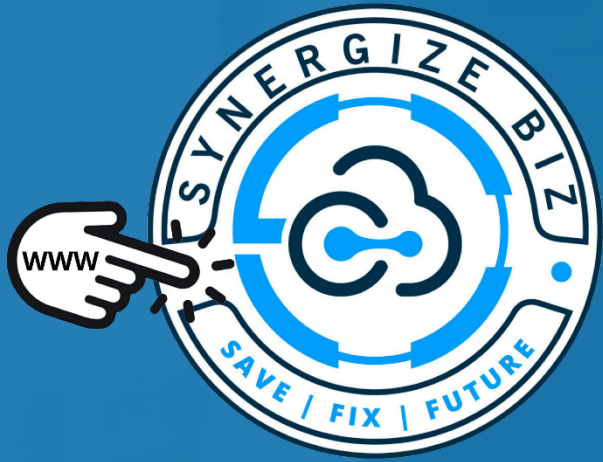EXTERNALLY AUDITED SUPPORT AGAINST ~250 CRITERIA BY TSIA

We believe we need to earn your business everyday!

500,000 UCaaS / Voice Lines

3 Billion Minutes / Year

99.999% Uptime SLAs

Click on logo to view video

THANK YOU

Synergize Biz

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jimparton@synergizebiz.com

www.synergizebiz.com