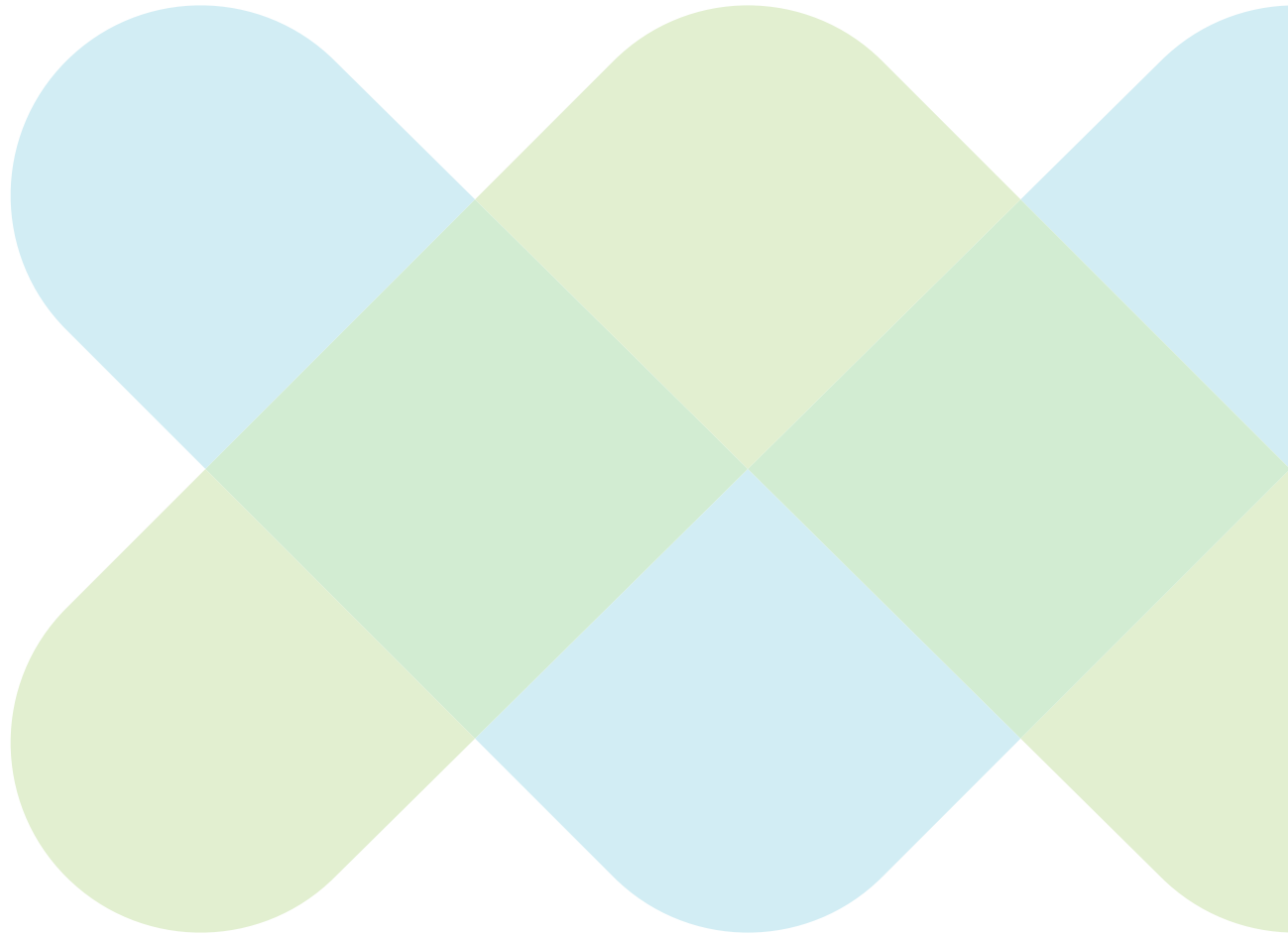




Connecting Disconnected Data®



# Enhancing the Patient Experience

Connecting Disconnected Data®  
[vynemedical.com](http://vynemedical.com)

**trace**  
Protect. Prove. Perform.

# Improving the Patient Experience

Whether a patient is scheduling an appointment, providing information to registration or receiving instructions at discharge – the Trace® platform from Vyne Medical provides a central repository for all communication interactions.

Simply use Trace to capture the interaction, index it to the appropriate patient and retrieve the information in real-time for monitoring, quality assurance and training.

## A patient's first impression

"It is not far-fetched to call the scheduling and registration processes the 'face' of a hospital's revenue cycle operations. A patient's first encounter with a hospital's revenue cycle typically occurs with these processes, and it is here where the patient forms his or her first impressions of the hospital."

**HFMA: Patient Access: A New Face for the Revenue Cycle**

"By doing QA checks of our recorded calls on a monthly basis, we can ensure that scheduling and registration staff are following script and providing complete and accurate information to our patients."

**Director of Patient Access**  
Health First (FL)

## Superior service

*According to a national patient experience study from J.D Power and Associates:*

**Patient satisfaction is most influenced by human factors, especially superior service-related communication skills between hospital staff and patients.**

"A patient called in to the credit and collections department with a question about her bill. She received all the information she needed and was treated professionally. The call, however, resulted in a low satisfaction score. After listening to the call in Trace, we realized the employee missed an opportunity to extend sympathy in response to the patient's expressed circumstances. The hospital has turned the call into a training experience to encourage sensitivity and provide superior service to patients. It has been a breakthrough for us in dealing with our customers!"

**Director of Patient Access**  
CentraState Medical Center (NJ)

## Communication is key

*According to consumer survey on healthcare from Katzenbach Partners:*

**"More than 50% of patients say that good communication is the #1 reason they chose a hospital or clinic."**

"We're here to provide excellent customer service. In a face-to-face interview with a patient, we can tell someone one thing, and they may hear something else. Just as it is with a phone call, it's quite beneficial to have a recording of the conversation to review and use as a tool for training and improvement. That is what the Trace face-to-face recording application provides."

**Manager of Patient Access**  
Atlanta Medical Center (GA)

## Communication skills

*According to whitepaper from Press Ganey:*

**The strongest predictor of overall HCAHPS scores is how patients rate provider communication skills.**

"We record our pre-registration interviews with patients. Our staff love it because if a patient is upset about something, they come to me and say, 'You might want to listen to this recording. What else could I have said? What could I have done differently?' It gives me the opportunity to sit down with the staff, listen to the interview and give them some really meaningful feedback."

**Director Onsite Patient Access EWA/MT**  
Providence Health & Services (WA)



## Patient-Centric Communication



### Patient details

Last: Stanton  
 Acct: 0411362  
 DOB: 05 Nov 1941

First: David  
 MRN: 9584166  
 Admit Date: 27 Jun



### Patient transactions

	Transaction Date	Activity	Type
<a href="#">View</a>	25 June 11:57 AM	Physician order	Fax
<a href="#">View</a>	26 June 10:16 AM	Scheduling	Phone
<a href="#">View</a>	26 June 1:44 PM	Pre-registration	Phone
<a href="#">View</a>	26 June 2:58 PM	Financial counseling	Phone
<a href="#">View</a>	27 June 7:33 AM	Registration	Face-to-face
<a href="#">View</a>	27 June 10:05 AM	POS collections	Face-to-face
<a href="#">View</a>	27 June 11:24 AM	Discharge notice	Face-to-face
<a href="#">View</a>	27 June 2:15 PM	Discharge call	Phone
<a href="#">View</a>	27 June 3:06 PM	Self-pay follow-up	Phone

A centralized, easily-accessible record of communications surrounding each patient gives providers the opportunity to monitor interactions for quality assurance and training. To accurately measure the quality of these interactions, quality assurance functionality offers custom scorecards and reports to track scores by team, employee and communication standard.

## Are you managing your messaging with patients?

Managing a hospital's messaging with patients may seem like an insurmountable task. Managers can't be present for every interaction to monitor what is said and, more importantly, how it is said to patients.

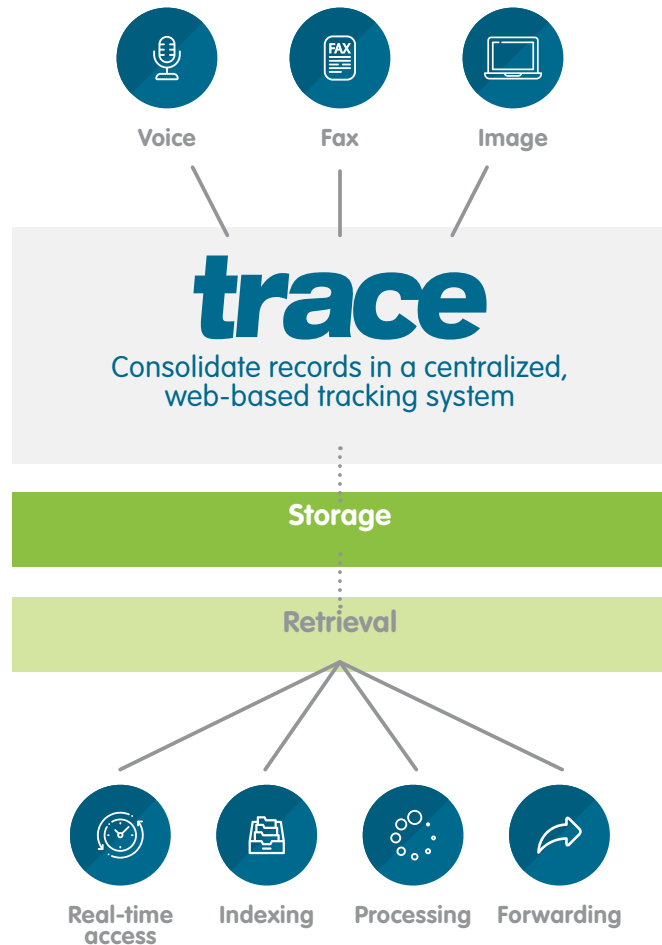
By recording conversations – both over the phone and in-person – hospitals can gain valuable insight to improve communication, enhance the patient experience and boost HCAHPS scores as a result.

Communication is chaotic. Trace connects disconnected data by putting it in one place, centered on the patient and available at your fingertips right when you need it.

## The Vyne Medical approach

Connecting disconnected data®

Capture all voice, fax and image communication



For more information, contact a Vyne Medical sales representative today.

[vynemedical.com](http://vynemedical.com) | 800.864.2378

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