

The benefits of voice recording

Hundreds of hospitals across the country rely on the Trace® platform from Vyne Medical to help capture and manage their patient and payer interactions across the continuum of care. Tracking and improving communication events is essential for hospitals to achieve strong financial performance, sustain HIPAA compliance, drive maximum productivity, and create a positive patient experience.

Consistent communication

Trace Voice™ solutions help create consistent, predictable interactions throughout hospitals and health systems.

These easy-to-use solutions have been shown to drive significant benefits including:

- Ensuring staff compliance with policies and procedures
- Ensuring the upfront collection of patient payment
- Improving team communication and patient experience
- Reducing communication breakdowns

Voice recording offers a number of easy-to-use search criteria including search by individual, user group, date range, and specific keywords.

“Recordings give us valuable insight into the intricacies of patient interactions. We now have a more accurate picture of what the patient’s registration experience is really like.”

Patient Access Director
Floyd Health (GA)

Face-to-face conversations commonly recorded in healthcare

- Financial counseling
- Up-front collections
- Patient financial responsibility
- Patient registration
- Bedside ED registration
- Employee discussions
- Patient complaints and grievances

How to record conversations with Trace

STEP 1 Record

Record face-to-face conversations through a desktop microphone connected to the user’s PC.

STEP 2 Index by patient

Tie recordings to the patient account and retrieve them using the patient name, account number or any other custom criteria. Staff may electronically add comments, flag conversations for follow-up and/or notify others of the recordings.

STEP 3 Improve performance

Recordings are easily accessible to score, monitor and track individual and team performance. Charts and reports identify trends in quality, adherence to protocols and patient experience improvement. Top performers, key metrics and best practices can be highlighted and shared to help create a culture of continuous improvement.

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

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