

# Digital Virtual Assistants

A “virtual receptionist” on your website helps patients quickly find information and take action



## Empower patients to engage with your care team

In the age of consumerism, patients expect digital, self-service, 24/7 interactions. Digital Virtual Assistants (sometimes referred to as 'chatbots') are now a common and effective customer service offering in the retail, finance, travel, and hospitality industries.

Within the complex landscape of healthcare, patients need a painless, on-demand way to navigate their various care needs - from triaging their symptoms, to finding a provider, to paying a bill.

### Key features of best-in-class solutions:

- Chatbots powered by natural language processing allow patients to ask questions in their own words and receive answers quickly
- Patients can easily find and schedule care with on-demand access to location and provider directories
- Interactive symptom checking algorithms (including COVID screening) triage what level of care patients need, and direct them to the next best action, including self-scheduling appointments
- Swift guidance and resolution for common patient administrative tasks (e.g. How do I pay my bill? How do I access the patient portal? What are the visiting hours?)

## Benefits from adopting Digital Virtual Assistants

- **Increased patient conversions:** patients are more likely to take the next-best action when it is easy. Chatbots surface information and guidance that increases patient acquisition, appointment scheduling, and collections.
- **Reduced call-center burden:** a digital virtual assistant can handle many common call center requests at scale. Directing patients to an online tool for FAQs allows your call center to operate at the top of its skill level and minimize call-center volume and costs.
- **Improved patient experience:** empower patients to easily find the information they need when they need it, instead of having to pick up the phone and wait on hold.

### PANDA AWARDED SUPPLIERS



## Want to learn more about what Digital Virtual Assistant tools can do for you?

Check out the Panda Health marketplace.

We've evaluated dozens of Digital Virtual Assistant tools to determine which meet the needs of top healthcare systems. Plus, we've negotiated industry-leading contracts to provide a hassle-free procurement process. Learn more by emailing us at [growth@panda.health](mailto:growth@panda.health).