ABBYY

Enhance Patient Engagement in Telehealth Sessions

Assess your readiness to meet growing demand and hit revenue targets

A Frost & Sullivan study reported in HealthcareIT News predicts that the pandemic will continue to reshape care delivery—and open big opportunities for virtual care in the near-term future. Frost & Sullivan forecasts a sevenfold growth in telehealth by 2025—a five-year compound annual growth rate of 38.2%.[1]

How prepared are you to meet this demand with high-quality customer engagements? Use this checklist to assess your current capabilities in three key areas: streamlined self-service session registration; feedback on opportunities for improvement that enhance patient satisfaction; and identification of opportunities for greater efficiency and compliance.

↳ [1] Source: www.healthcareitnews.com/news/telehealth-set-tsunami-growth-says-frost-sullivan, May 2020.

	NEED TO DO BETTER	WE'RE GOOD
We have little difficulty accommodating the volume of telehealth registrations we currently receive.		
Patients do a minimum of typing, scanning, and other manual tasks in registering for telehealth.		
Patients can register using their mobile devices wherever they are located—no need to be tied to a desktop or laptop.		
Staff do a minimum of typing and other manual tasks in verification and validation processes.		
Our error rate in registering patients for telehealth is minimal: image quality is good; keying in data is highly accurate.		
Staff spends considerably more time managing patients in telehealth sessions than with administrative chores.		
The quality of information produced from our registration processes is high enough that we can use digital workers (e.g., in robotic process automation (RPA)) to transmit registration information to the appropriate systems.		

How much visibility do you have into the quality of the registration process for telehealth?

	NEED TO DO BETTER	WE'RE GOOD
We know almost immediately when patients experience a problem registering with us for a telehealth session.		
We know almost immediately where in the process a problem is occurring, whether on the patient or the staff side.		
Our telehealth registration process is monitored 24/7, and we are alerted immediately if a problem (e.g., non-compliance) is detected.		
We can easily respond to audit requests because we have a good handle on chain-of-custody.		

How easily can you identify opportunities for greater efficiency and compliance in your telehealth program?

	NEED TO DO BETTER	WE'RE GOOD
We proactively look for opportunities to improve our telehealth registration process.		
We have a good sense of how a change will affect our telehealth registration process before we actually invest in making it—for example, a specific digital transformation initiative such as adoption of RPA, change in EHR system, or patient eligibility clearinghouses.		

Next steps

Don't be discouraged if most of your checkmarks fall in the "need to do better" column. ABBYY Digital Intelligence is designed to help you upgrade your capabilities in each of the areas covered in the checklist so you can meet growing demand for telehealth engagements and hit revenue targets.

ABBYY helps you collaborate efficiently and engage more deeply with telehealth patients through mobile devices wherever they are. Our technology automates the capture, recognition, field extraction, and validation of complex and unstructured content like drivers' licenses, insurance cards, and preregistration documents. With ABBYY, you gain insight into the ways that people, patients, and staff are interacting with the registration process to deal with problems immediately and make process improvements that benefit patients and your bottom line.

ABBYY Digital Intelligence for Healthcare

ABBYY Digital Intelligence empowers healthcare providers to seize new opportunities in telehealth, extending their virtual footprint to include mobile content capture and process improvement for better patient engagement.

Learn more at **www.abbyy.com/solutions/healthcare**