Netcall Patient Hub®

Improve patient outcomes and reduce costs.

One area that gets regular negative press coverage is Did Not Attends (DNAs). They cost the NHS over £1b per year. As with any large organisation there is wastage. The NHS manages over 21 million A&E attendances and 113 million outpatient appointments, the scale is so much bigger.

Netcall's deep history of reducing DNAs by 10-40% has allowed us to develop Netcall Patient Hub.

The Netcall Patient Hub is a digital system to support the hospital appointment booking process.

For hospitals - slash postage costs. The NHS spends over £79 million each year on postage and postal services. Self-service reduces these postage costs by as much as 50%.

For patients - it's quick, easy to use, reliable and secure. They can access the Hub whenever and wherever they want.

And for staff - it releases them from mundane tasks to allow them to deliver against their targets.

Key BENEFITS:

- **Reduction in costs**
  The need to print and post appointment bookings and reminders is significantly reduced.

- **Interactive digital communications**
  One place for patients to view appointment related information.

- **Drives improved speed of notification**
  Rapid feedback to the hospital for non attendance, so appointments can be reallocated.

- **Improved patient access**
  Automation delivers a 24x7 digital service to patients, meeting patient access needs.

- **Choice of communications method**
  Patients have a true multi-channel experience – SMS, email, portal, web chat, voice and letter.

Key FEATURES:

- **HL7 integration with Patient Administration system**
  The hub has near real-time delivery of appointment information from the PAS.

- **2-Factor Authentication**
  Authentication requires "something they know and something they have".

- **Automated CallBacks**
  If patient opts to rebook or cancel an appointment, they can request a CallBack (using Netcall patented technology).

- **Creation and delivery of questionnaires**
  Intuitive questionnaire builder application to create custom surveys.

- **Secure messaging**
  Clinicians can send secure messages to patients via the portal and ask for a reply if required.

- **GDPR**
  Support for General Data Protection Regulation (GDPR) compliance.

Take a deeper dive | Contact us today for a demo
Visit **www.netcall.com/contact**
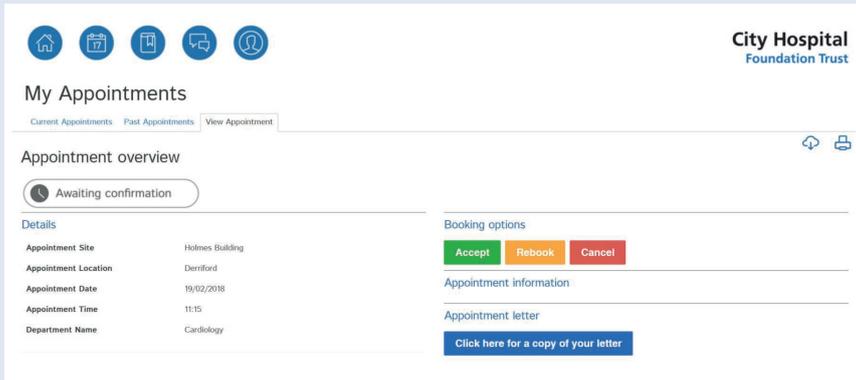
A powerful easy to use and intuitive solution

Patients are sent an SMS or an email to visit the Hub to view appointment information. Secure login is provided using 2-factor authentication. Once in Patient Hub they can decide to accept, rebook or cancel their appointment.

Rebookings and cancellations are handled in multiple ways depending on the hospitals requirements. Patients simply choose another available appointment from a calendar or have a web chat or voice conversation with a booking agent.
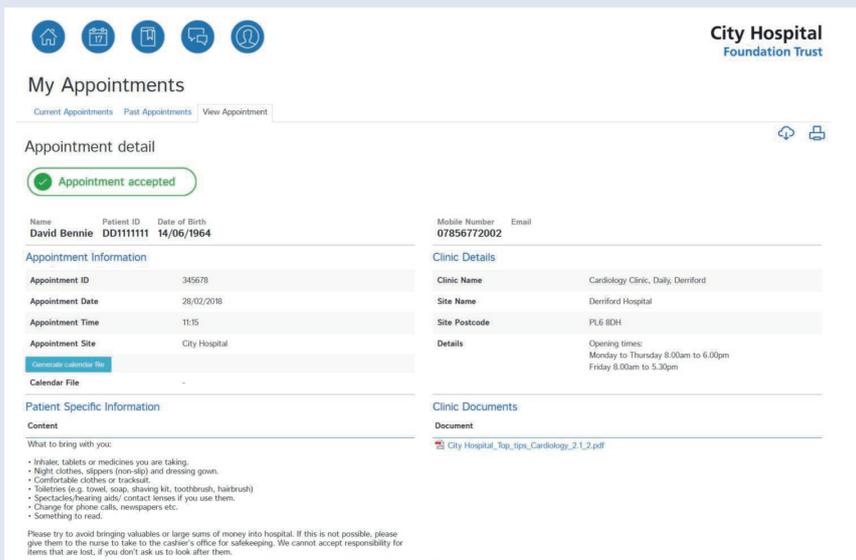
Patient Hub also enables related documents to be shared with patients ranging from pre-op questionnaires and information about their procedure through to copy letters and discharge surveys.

A full set of reporting allows the hospital gain real-time insight and regain control.

> **READ HOW** Sheffield Teaching Hospitals reduced DNAs by 20-40%

› Netcall Liberty Platform and Low-code

Liberty is our patient engagement platform that unifies channels and processes to create a seamless end-to-end patient engagement hub. Our Low-code solution, MATS, brings scale and speed to digital processes and development. Allowing you to deliver digital applications, services and updates to patients quickly and effectively. Patient Hub is built on MATS Low-code v10.

› About Netcall

Netcall is a leading provider of end-to-end customer engagement solutions. Our mission is to transform the way our clients interact with customers. We help them deliver a seamless and exceptional customer experience across all channels. Using our solutions they work smarter, gain competitive advantage and lower costs.

All of our solutions are secure, flexible and best-in-class. They're easy to implement and simple to use.

› At a glance

- 700+ customers
- Over 20 years' experience transforming customer engagement
- We deliver specialist solutions for the public, healthcare and private sectors
- We serve 70% of the NHS Acute Health Trusts
- We support over 300 contact centres.

Take a deeper dive

Contact us today for a **demo** visit **www.netcall.com/contact**
Or call us on **033 0333 6100** and say "Transforming Engagement"