

employee productivity suite from Nuance

The experience speaks for itself™



Imagine a Healthcare Campus Where...



Productivity is Powered by the Human Voice

Nuance's Employee Productivity Suite

provides **speech-driven applications** that cut costs while enhancing faculty, staff and patient communications, productivity and business processes – within a hospital or across campuses and facilities.

Speech Enable Once – Leverage It Many Times

Speech-Driven Healthcare Directory Applications

- Internal Dialer
- SpeechAttendant/OpenSpeechAttendant
- Automated Password Reset
- Emergency and Event Notification



Transform your hospital directory into a speech-driven tool that drives productivity while reducing costs.



Reset passwords or implement high-speed emergency and event notifications using the power of speech-enabled applications.



External callers can reach faculty, staff and patients quickly through simple voice commands – no more fumbling through touch-tone dial-by-name directories.

And there's no need to upgrade your existing telecom infrastructure to take advantage of Nuance's speech-driven applications because Nuance's EPS can be deployed in virtually any telecom environment (old and new) – a major benefit in today's tight budget climate!

Call us at 1-866-968-2623 and say "sales department." Let's talk about how EPS can address your telecom challenges.

Employee Productivity Suite

Powerful Speech-Enabled Applications

Internal Dialer

Challenge

- Doctors, nurses, and paramedics are always on the move.
- Many Doctors have multiple offices
- Access to resources 24x7 is mandatory.
- Critical situations don't allow time to

look up extensions or to wait for an operator to transfer the call (40-60% of calls to operator are internal)

Solution

Internal Dialer transforms your hospital directory into a speech-driven tool that drives productivity while reducing costs

Personnel can easily reach any other hospital employee in the directory by simply saying their name – no more outdated extension contact lists. Calls are easily rerouted to alternate office or mobile numbers through voice commands, ensuring secure and transparent communication regardless of physical location.

Automated Password Reset

Challenge

Healthcare policies typically dictate that passwords be changed every 30 or 60 days leading to staff improvisations that threaten security. And, the mobile nature of doctors/nurses requires authentication flexibility to prevent delays in critical patient care.

Existing process:

- Delays access to critical systems and services.
- Impacts ability to provide best possible care.
- Forces Doctors to often admit patients to other medical facilities, leading to lost revenue.

Solution

Save money, improve security and increase efficiency with **speech-enabled Password Resets**. Advanced voice biometrics deliver security and efficiency, liberating IT staff — whether in-house or outsourced — to focus on more demanding service issues.

EPS Base Unit Speech-Enabled Employee Directory



Speech Attendant/ OpenSpeech Attendant

Challenge

- Patients trying to reach a doctor or schedule appointments
- Relatives wishing to speak with a patient or nurse
- Insurance companies needing to contact the accounting group
- Frequently requested Information (address, visiting hours, gift shop hours, etc.)

Switchboard operators currently deal with a 50% zero-out rate – one out of every two callers dial "0" to get a live operator instead of entering a direct extension or following menu trees. Managing these large call volumes creates long queue times that prevent operators from focusing on priority calls, and increases the number of operators needed.

Solution

SpeechAttendant and **OpenSpeechAttendant** cut down telecom costs by reducing staffing requirements while simultaneously increasing switchboard efficiency and improving service. External callers can access information 24/7 and reach hospital personnel quickly and easily through simple voice commands.

Challenge

Sharing information across hospital staff is critical. The Hospital Emergency Incident Command System (HEICS) Standard for disaster/ emergency management and business continuity (NFPA 1600) states that healthcare facilities must implement secure measures for:

- Staff notifications in crisis situation
- Facility maintenance issues
- Facility lock-downs
- Code blue alerts
- Regular situation updates and/or response guidance

Solution

Voice-powered Emergency/Event Notification delivers secure, simple and immediate notification to any number of phone, pager or email addresses of management, response teams, employees and contractors before, during, and after an event or crisis.

Emergency Broadcast Messaging