

Today's hospitals and healthcare practices can increase patient satisfaction, manage compliance, minimize miscommunication and reduce liabilities by gaining insight into every interaction. Understand how your staff interacts with patients when scheduling appointments, referring physicians or helping with emergency situations.

DVSAnalytics for Healthcare includes the features and capabilities healthcare firms need to guarantee proper patient care and stay compliant. The software incorporates call recording, screen recording, quality management, reporting and analytics in a unified solution, designed to provide healthcare systems, rural hospitals and healthcare practices with a 360-degree view of the patient experience.

Guarantee Proper Patient Care

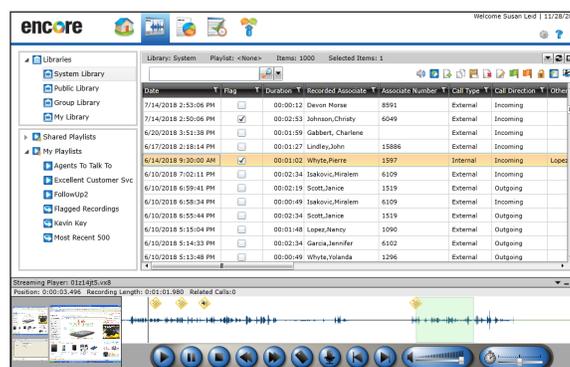
In your hectic, fast-paced environment, your staff needs tools that free them to focus on their highest priority — taking care of patients. DVSAnalytics for Healthcare provides the tools to help you get there.

Document Interactions

DVSAnalytics Encore call recording reliably captures 100% of your interactions. Screen recording helps you understand how your staff interacts with insurance companies, patients, or other desktop applications to identify training opportunities and process improvements. Use Encore to reduce errors, minimize claims and resolve disputes.

Verify Recordings

Quickly find, access and replay the recordings you need for review or verification. DVSAnalytics dynamic playlist criteria, such as Patient Number, Referral Type and Admission Date, allow you to immediately retrieve the recordings you need.



Perform Quality Management

From DVSAnalytics Encore, monitor and tag recordings, conduct evaluations, automatically send eCoaching assignments based on evaluation scores and provide staff with immediate feedback. By reviewing patient-staff interactions, the quality of care is accurately assessed and continuously improved. Medical providers use Encore to reduce liabilities and increase patient satisfaction.

HIGHLIGHTS

- Evaluate patient-staff interactions for training or to verify proper patient care
- Gather intelligence to analyze the patient experience
- Encrypt or prevent recording of PHI to maintain HIPAA compliance & ensure patient confidentiality
- Protect recordings with user specific logins, defined permissions and audit logs

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Analyze the Patient Experience

Encore Analytics consolidates data from recordings, the telephony switch and desktop applications to monitor compliance and improve efficiency and customer satisfaction. The business intelligence gathered helps healthcare establishments lower costs, transform patient care and create more impactful business strategies. With DVSA Analytics Speech Analytics, flag key phrases, or lack thereof, to zero in on key recordings for review.

Maintain Regulatory Compliance

Whether you need to record staff conversations with patients, insurance companies, or pharmacies, document verbal authorizations, or simply resolve disputes, Encore for Healthcare helps manage compliance and minimize risk.

Guard PHI and Credit Card Data

Encore's encryption feature guards your patients' Protected Health Information (PHI) and helps you comply with the Health Information Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standards (PCI DSS). To ensure compliance and eliminate potential theft of sensitive data, Encore's pause and resume tools, including eCapture, ePause, Web API and Agent Assist, prevent the recording of sensitive patient data, such as patient numbers, CPT/ICD codes, social security numbers, etc.

When taking a patient's credit card information over the phone, it is critical to comply with PCI DSS, which states how cardholder data is stored, processed or transmitted. With Encore you can pause the recording when collecting sensitive information, such as the CVV code, then resume recording after the information is collected to document verbal authorization, store the recording for training purposes, and more.

Encore

Designed to simplify contact center management's daily workload, ensure a positive customer experience, maximize employee engagement and deliver analytics-enabled insights into customer interactions.

DVSA Analytics Inc. (DVS) workforce optimization solutions (WFO) are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. Encore® WFO Solutions include interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona.

Manage User Roles and Permissions

Encore allows you to control who can access recordings and reports, play back encrypted calls, view screen recordings and perform evaluations. Its built-in programmable security and multiple permission layers let you decide what level of data each authorized user may access. Set permissions at the group or individual level.

Store and Archive Data Securely

If regulations require you to store patient data and interactions in a secure location for a specified length of time, Encore can help you meet those requirements with easy archive, storage and retrieval options.

Cloud or Premise

Encore can run in virtual environments, helping healthcare firms consolidate servers, reduce operating costs, minimize maintenance and run multiple instances of software for redundancy. Information recorded can be stored in multiple locations and managed from a central user interface.

Track User & System Activity

Whether you monitor for policy compliance, system activity, or intrusion detection, Encore makes compliance auditing easy by creating an activity log for every interaction. Quickly see who accessed which record and what actions were taken. Use this information to safeguard PHI.

Tie Recording to EMRs

As part of HIPAA compliance, migrating to comprehensive Electronic Medical Records (EMR) is essential for all paper records, including treatment records, billing statements, etc. Encore can store, link or export call records securely into Health Information Systems (HIS) and EMRs to further document all interactions.

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