



Patient Portal Support

Today's healthcare organizations face a rapidly increasing volume of calls as their patient portal populations grow. While you may be equipped to handle today's call volume, is your team prepared if the number of daily calls doubles or triples?

PDS creates a scalable support model for healthcare organizations of all sizes, with an approach that seamlessly and transparently provides quick and easy access to knowledgeable analysts. Our Midwest-based, highly-skilled team provides a superior patient support experience while allowing your organization to focus on growth and expansion of online services.

To comply with Meaningful Use objectives, your patients must be given access to a Patient Portal and they must also log in and engage with the site. Login issues and account activation problems can prevent your users from taking advantage of online resources – and supporting patients can easily overwhelm your internal IT team and prevent them from supporting physicians, clinicians and other users.

Benefits for your Organization and Patients

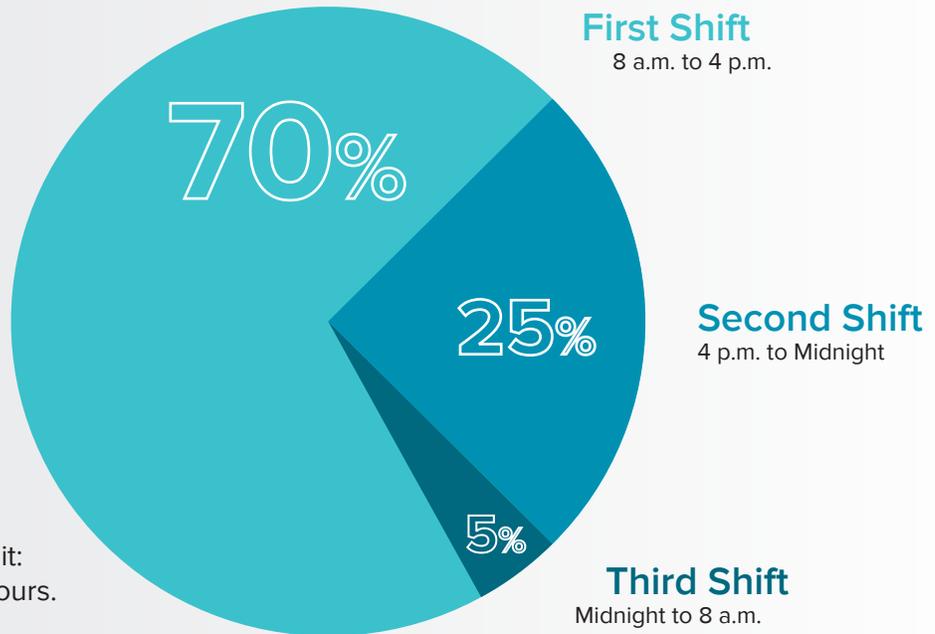
- Extensive knowledge of major portal systems and healthcare requirements, including HIPAA
- Transparent service that creates a seamless experience for callers
- 24/7 accessibility to provide support whenever your patients need it
- Customized tools and knowledge base that align with your processes
- Low employee turnover rate means our analysts stay and learn your business
- Ready to take your calls in as little as four weeks
- Over 95% first call resolution rate – so less than 5% of calls are escalated to your internal analysts



24/7 Call Distribution and Support Issues

24/7 Access

30% of Patient Portal support calls consistently come in after hours – is your team prepared to handle them? If your Patient Portal is accessible 24/7, your patients should be able to get support 24/7. This alleviates user frustration and enables them to access the system at a time that is most convenient for them. PDS Patient Portal support is available whenever your patients need it: during all shifts, including after hours.



An Experienced Partner

PDS has provided Patient Portal Support services nationwide for almost 10 years to over 30 leading healthcare organizations. Thanks to our broad client base, we have gained extensive experience in both standard and custom Patient Portals and have supported organizations of all sizes. We can support your Patient Portal initiatives from implementation through upgrades and provide best practices to ensure success.

The PDS support team has a broad range of experience with consumer devices and technology, and has worked with major Patient Portal systems across the nation. Our clients range in size from small clinics to some of the largest healthcare organizations in the United States, so we can handle all levels of support needs.

From basic password resets to more complex questions about locating lab results or other navigation issues, our team can support any level of service request with any level of user. With a robust knowledge base and other customized tools, PDS analysts align with your internal processes and can support a wide range of devices and systems.

To learn more about PDS Patient Portal Support, visit PDSIT.net/healthcare or contact the Healthcare Technologies team at **800-966-6090**.