



SOLUTION GUIDE:

Patient Portal Support

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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.

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?

The Risks

Proper support is critical to the ongoing success and growth of the Patient Portal and patient engagement, but supporting patients can easily overwhelm your internal IT team and prevent them from supporting physicians, clinicians and other users. Managing this basic support services internally can impact quality, cost efficiency, and productivity. Here's how:

1. The Quality

Patient support takes expertise to ensure users and patients get the accurate and timely support they need.

2. The Distraction

Password resets, navigation issues, and other support needs can keep skilled resources off of mission-critical IT work.

3. The cost

Hiring and managing full and part-time support teams to cover support is expensive and inefficient.

A Patient Portal Support Partner

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.

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 – which means less than 5% of calls are escalated to your internal analysts

800-966-6090

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Why PDS?



An Experienced Partner

PDS has provided Patient Portal Support services nationwide for almost 15 years to over 40 of the 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.

24/7 Patient Portal Support

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.



Patient Portal Service Desk Experts

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 companies in the United States, so we can handle all levels of support needs.

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To learn more about PDS Patient Portal Support services, contact the Healthcare Technologies team at 800-966-6090 or teamhealthcare@pdsit.net