Healthcare Industry

Improve every patient’s experience

According to Tebra’s Patient Perspectives report, 39% of patients are looking for easier ways to make an appointment and 37% want easier ways to contact a practice. Alvaria proactive outbound and workforce optimization (WFO) solutions will help your company differentiate itself by improving the patient experience.

“We’re doing work around the patient experience that has never been done before. Alvaria partnered with us to deploy the right strategy and the right technology for our organization.”

- Wayne Manuel, SVP Strategic Services, Valley Medical Center

Easier Scheduling for Consistent Coverage

**Challenge:** Creating and maintaining schedules is time-consuming for the scheduling team. The process is mostly manual and requires a lot of data manipulation, making human errors more likely.

**Solution:** The scheduling team uses Alvaria workforce optimization solutions to forecast and resource demand quickly. Now the team can focus more on unexpected situations.

Schedule Compliance without Manual Work

**Challenge:** It’s time-consuming for the workforce planning team to change agents’ schedules when laws change.

**Solution:** With Alvaria WFO solutions, the team can quickly build and edit rosters. For example, a recent change to employment law required one of our customers to add a new break to all schedules. Adding that break to all shifts for the next eight weeks was a five-minute task.

Outbound Channels Reduce Patient No-Shows

**Challenge:** Patients are regularly missing phone call reminders of appointments. Some miss an appointment and reschedule afterwards.

**Solution:** Our outbound solutions can send appointment reminders with an option to reschedule.

About Alvaria* Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience®. © Copyright 2023 Alvaria, Inc. All Rights Reserved. 12013US-A 10/23