LINKLIVE

Customer Story

Epic Integration Elevates Patient Service & Efficiency for North Memorial Health

Overview

North Memorial Health, a renowned healthcare provider, has been utilizing LinkLive for their 24/7 call center operations since 2015. Their commitment to advanced technologies has continually enhanced the healthcare experience, making them a leader in the healthcare sector.

The Challenge

While North Memorial Health's Epic system effectively managed patient data, it lacked essential self-service features, leading to increased workloads, longer wait times, and inefficient workflows. Addressing these challenges was crucial for improving patient care and maintaining operational cost-effectiveness.

LinkLive Resolution

LinkLive's team integrated Epic into their platform in just four months, introducing functionalities that streamlined communication and operational efficiency. This integration provided immediate access to patient records, real-time syncing of updates, proactive patient care, enhanced MyChart engagement, quick emergency transfers, and improved operational workflows.
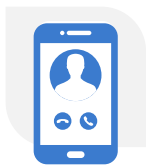
The Results

The integration significantly improved operational efficiency, reducing Average Handle Time by 30 seconds and leading to operational cost savings. It also boosted patient engagement, as evidenced by increased MyChart usage. Future plans include incorporating Epic's Healthy Planet suite for proactive outreach and optimizing AI for improved service quality.

> "*Vendors are always telling me they work with Epic, but once I ask them specifics, they say they change to saying they could work with Epic. But LinkLive got us **full functionality with Epic in just four months**.*"

Scott Dorow
Director of Call Center Operations
North Memorial Health

Reduced Average Handle Time

Improved AHT by 30 seconds in under six months

Seamless Integration with Epic

Epic improves patient care & operational efficiency

Superior Patient Care & Self-Service

Real-time prompts increase proactive care & engagement

LINK LIVE

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