dexcare

Health Cloud Integration

Supercharge your patient access
and call center operations

Call Center Challenges

Call center operations face multifaceted challenges, including inefficiencies caused by agents navigating multiple systems. Patient expectations mirror those of other industries, demanding fast and accurate service. Staffing is another challenge, as high turnover rates and lengthy training makes handling high call volumes efficiently even more difficult. Long hold times and elevated abandonment rates further strain operations.

Drive agent efficiencies and improve patient experiences

DexCare orchestrates how care is discovered and accessed to balance precious healthcare resources. Our platform matches patient needs with best-fit care to increase access, while safeguarding clinician time to promote a healthy workforce. The result? More demand, better care, and the operational controls for utilization and growth.

With our Health Cloud integration agents can search and book across providers and care options (virtual, weekend clinics, urgent care) directly within the Salesforce workflow. Agents see real-time availability from the EMR directly in Health Cloud – making it easy find the most convenient location and availability to meet each patients personalized needs.
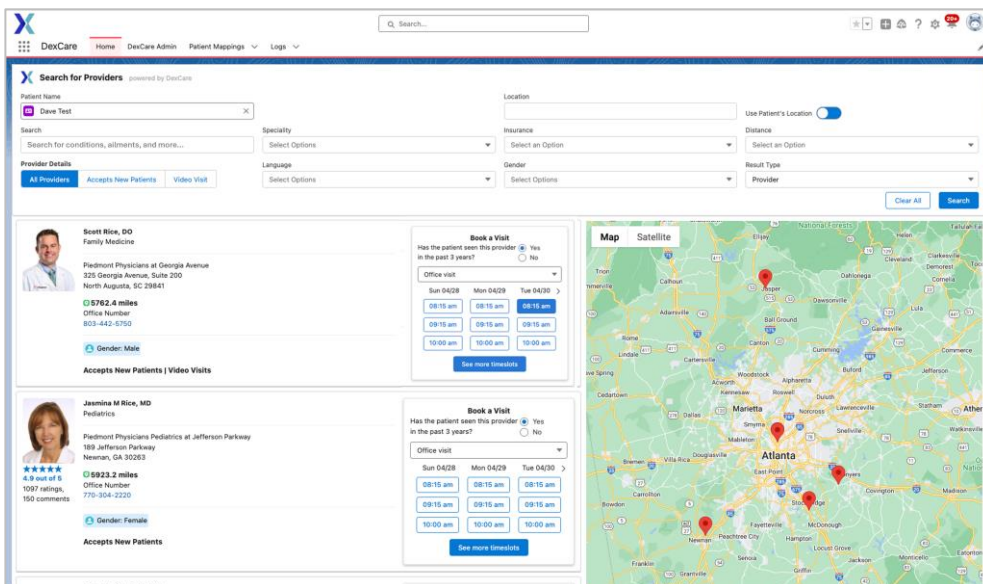
Give agents the power to quickly find the most convenient visit times and locations directly within Salesforce.

available on
AppExchange

salesforce

Accelerate Scheduling

**Reduce Training**

Improve Efficiencies

Redirect Low Acuity Care to Virtual

Enhance Patient Satisfaction

Modern search directly embedded in Health Cloud

DexCare's **Omni Search** Natural Language Processing (NLP) module provides a flexible medical taxonomy, synonym library, and customized business rules to power search results. It understands a user's intent and efficiently surfaces the most relevant, accessible care options.

When an agent search for a doctor, they find doctor profiles. A medical condition search surfaces doctors that specialize in that condition. Searching for same-day care provides locations of nearby clinics. No cumbersome funnels, and rigid search results, but a streamlined integrated workflow to help agents match patients with best fit care options.
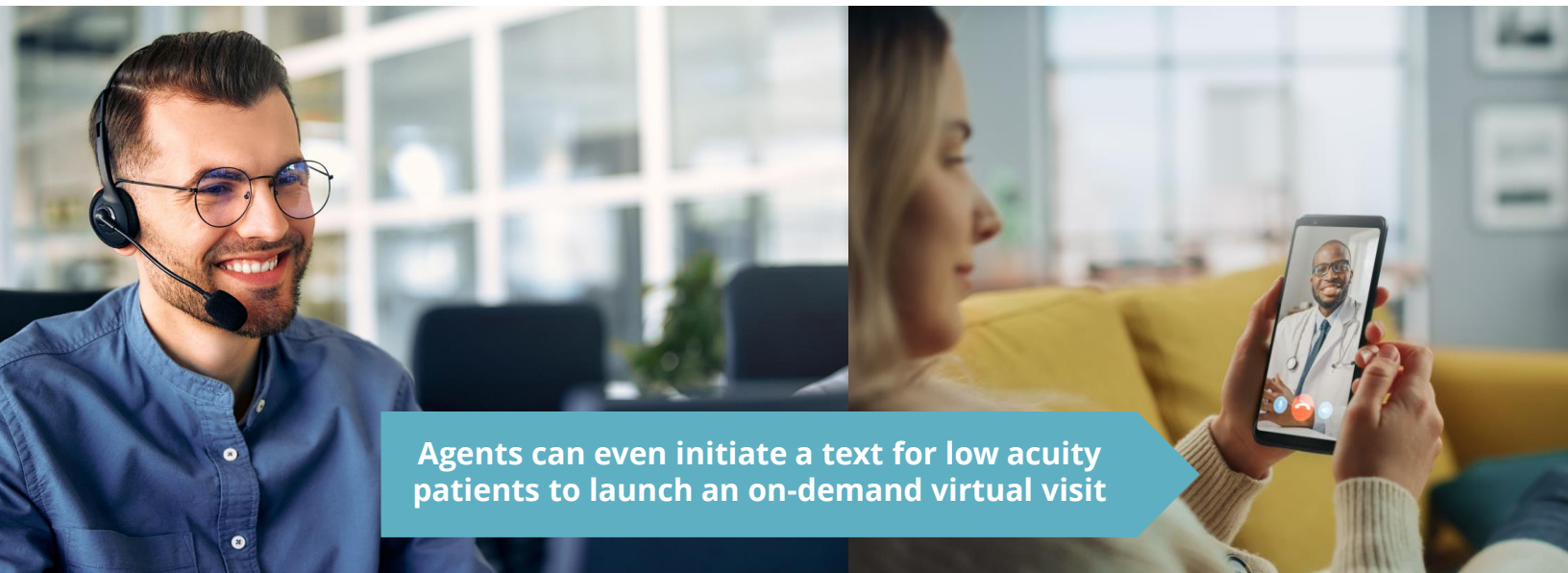
Agents can even initiate a text for low acuity patients to launch an on-demand virtual visit

- No more "swivel chair" switching between systems -- book appointments for new and returning patients directly in your salesforce workflow

- Agents easily see most convenient location and availability personalized to the patient

- Earliest available slots surface first to fill last-minute cancellations

- Improved visibility into real-time system wide capacity from the EMR directly in Health Cloud

- Agents can even initiate a text for patients to launch an on-demand virtual visit

Built by and for large health systems

Since its spin-out from Providence in 2021, DexCare has remained on a rapid growth trajectory, developing partnerships with leading U.S. health systems, and reaching more than 57 million patients across all 50 states. A departure from conventional-health tech, DexCare is an API-first platform that uses a cloud-native, microservice architecture. We're purpose-built for scale, flexibility and rapid deployment.