

Revolutionizing Patient Experience in Home Health with Voice-Enabled Intelligent Virtual Agents

The healthcare industry has undergone many changes, including the rise in providing personalized and efficient care in the comfort of patients' homes. Incorporating the use of Automated Intelligent Virtual Agents that use voice-based technology has become revolutionary in the patient engagement and care process.



As applications for automated voice technology continue to grow daily, integrating these into the healthcare space, specifically into home health and hospice services, can be a game-changer. Verascope's Intelligent Virtual Agents are specifically designed to streamline communication with patients through an automated, voice-enabled survey process that captures valuable insights to improve clinical outcomes by reducing hospital readmissions and improving patient satisfaction scores. By engaging earlier and more often with patients during their home health and hospice journey, areas of clinical risk can be identified and adjusted.

Key Benefits of Voice-Enabled Intelligent Virtual Agents in Home Health and Hospice

Additional, More Frequent Monitoring

Automated Intelligent Virtual Agents can be used to engage with patients and to retrieve feedback on their well-being, adherence to treatment plans, and any potential concerns. This proactive approach can improve clinical outcomes by immediately connecting patients directly to their home health provider for support when the need is identified.

For example, [a study](#) that looked at voice-activated intelligent virtual agents (IVAs) for people with amnesia showed that the IVAs were able to support patients through autonomous verbal communication.

Reduce Costly Hospital Readmissions

By engaging with patients proactively and connecting them with more immediate support, costly hospital readmissions can be avoided.

Enhanced Patient Engagement

Including virtual agents in home healthcare also encourages active patient participation in their healthcare journey. Through regular voice check-ins, patients feel more connected and engaged. This can lead to improved compliance with treatment plans and an overall more positive healthcare experience.

Data-Driven Insights Can Be Used to Improve Patient Satisfaction Scores

Lastly, the rich data generated by virtual agents provides valuable insights into patient sentiment, satisfaction, and areas for improvement. These analytics empower healthcare providers to make informed decisions, continuously enhance the quality of care delivered, and which can lead to improved recognized scores such as CAHPS, HHCAHPS, etc.

Verascope's IVAs

Verascope's IVAs can use conversational language to engage patients naturally and effectively. Our Voice-Enabled Intelligent Virtual Agents can be seamlessly incorporated into home health and hospice patient service processes to improve patient outcomes and satisfaction scores which can significantly reduce agency costs and increase government reimbursements. [Contact us](#) today to learn more about incorporating Verascope's Intelligent Virtual Agent into your patient engagement process.

Let's discuss a **no cost, no obligation proof of concept.**

Visit verascope.com or call us at 847-919-8150 to get started.