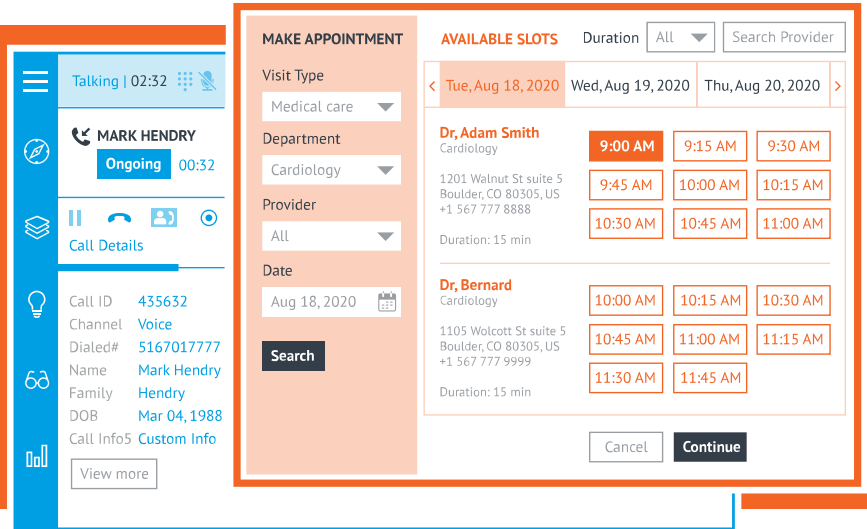


Acqueon EHR Connector for Cisco

Drive Patient Engagement with Epic EHR and Contact Center Integration



The Acqueon EHR Connector integration with Epic delivers a sophisticated, world-class patient experience for both contact center agents and patients with a holistic view of the patient record information. The solution integrates Epic modules, including patient identification and scheduling, directly into the Cisco Finesse Agent desktop.

Highlights

- Epic – Cisco Finesse desktop integration
- Secured access to patient information
- Facilitates seamless patient scheduling, rescheduling, and appointment cancellation
- Reduces average call handle times while improving call resolution via simple, easy-to-use workflows
- Improved patient engagement & reduced no show through Acqueon Engagement integration

Features

EHR integration

- Programmable screen pop for inbound and outbound calls
- Search and add new patient
- View patient information and appointment history
- Make, reschedule, and cancel appointment
- Integration with Acqueon Engagement for Outbound
- Workflow configuration
- Data privacy

Contact center integration

- Agent state control
- Call controls
- Programmable screen pop within Custom workspace using user defined variables
- Screen pop on transfer

Supported versions

- Cisco Finesse v12.0
- Epic - May 2019, May 2020, and May 2021