ACQUEON Five9

SOLUTION OVERVIEW
ACQUEON + Five9 Epic EHR Integration

Total agility, full access to EHR data & extraordinary patient engagement—all powered by our comprehensive pre-built API structure for Epic

Five9 Global Partner — INDEPENDENT SOFTWARE VENDOR — ACCREDITED

Create 5 ⭐ patient experiences every time with powerful workflows for the top Epic modules: Scheduling, Pharmacy, Referrals & Triage, PLUS complete access to patient data in Epic

SOLUTION OVERVIEW
Empowering the Future of Healthcare for Patient Engagement-Obsessed Organizations ⌄

Patient experience tops the healthcare agenda in the era of "consumerized" healthcare. Acqueon's Epic integration for Five9 delivers innovative, high-value patient engagement capabilities. Providers need scalable, easy-to-deploy technology that lowers contact center and operating costs. Patients want efficient and convenient communication, self-service options & extraordinary service. Using Acqueon, healthcare organizations and their agents have simple, smooth workflows for the most-common Epic modules: Scheduling, Pharmacy (Prescription & Refills), Referrals, Triage (and coming soon, a new Billing workflow).

Acqueon + Five9 ⌄
Partnership Highlights

ACCREDITED
Five9 Accredited since 2022

IVA-ENABLED
Customized self-service options in the Five9 IVA

MARKETPLACE
Our Epic App Market-certified integration is in Five9's CX Marketplace

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TOP REASONS HEALTHCARE PROVIDERS USE ACQUEON'S EPIC INTEGRATION
How we help health systems & hospitals address digital expectations, Collections/RCM & patient retention

1 Agility & Ease of Use
Agents work INSIDE Five9, with single screen access to the full Five9 Agent toolset

2 Shorter Calls + More FCRs
Automatically ID patients & access the patient's complete data in Epic to increase First Call Resolutions

3 Customizable IVA
Gives the Five9 IVA full access to Epic for fast & pleasant patient self-service options

4 STOP Missed Apopintments
Fast, significant improvements to. revenue & staffing impact of missed appointments via seamless appointment scheduling/rescheduling/cancellation workflows

5 Compliance for the Win!
Acqueon's Epic Connector is built for "Compliance-first"; no patient data is stored and access to data is completely secure (for both live-agent & IVA interactions)

6 Lower Contact Center Costs
Healthcare Providers need to "do more with less". Reimbursement rates aren't keeping pace with inflated costs. Automation, agent efficiency & resource optimization offer huge value.

ACQUEON

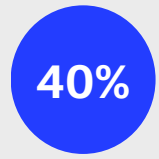## BIG-IMPACT FEATURES THAT TRANSFORM PATIENT ENGAGEMENT OUTCOMES

- Full Epic API Hub enables business agility; deploys fast & equipped to support shifts/pivots to the engagement strategy
- Manage the complete patient workflow: info-gathering, scheduling/rescheduling, triaging, prescriptions/refills, referrals, well-care, post-care & more
- Caller Info widget w/ telephony controls & post-call dispositioning inside the Five9 Agent
- Agent-access to Epic's Hyperspace application from the Five9 Agent
- Customizable IVA build-out via full access to patient data in Epic

ACQUEON AT A GLANCE

#1
Most Flexible Epic Connector

40%
# of Healthcare Customers

200+
200+ Enterprise Customers

110K
# of Agents Globally

5B
# of Omnichannel Interactions/Year

	★★★★★ Acqueon EHR Connector	Alternative Epic Products
Flexible/Complete Patient Engagement	Enables top four Epic module workflows (Scheduling, Referrals, Pharmacy & Triage + coming soon...Billing!)	Lack agility to address evolving or advanced patient engagement use cases; constrained by pre-developed scripts
Self-Service Capabilities	Fully customized self-service options w/ our proprietary API Hub that enables seamless 3rd-party access to EHR data	Limited self-service capabilities due to hard-coded, pre-configured IVR/IVA front-end w/ no 3rd-party data access
Business Agility	Unmatched agility powered by a fully built-out API structure to access EHR data. APIs for any new/modified use-cases can built & deployed fast (without IT support).	Low flexibility; pivots or changes to engagement strategy/processes restrained by a pre-configured front-end— EHR data not pre-built into front-end isn't accessible.

Acqueon Epic Connector: Four Powerful Workflows (+ Billing Workflow Coming Soon)

Scheduling Workflow
Patients can schedule, reschedule or cancel (w/ an agent or using self-service).

Referral Workflow
Patients are forgetful! Now agents can help them accomplish important referral tasks & appointments.

Pharmacy Workflow
Agents help patients fulfill new prescriptions or refills- send medications to the Pharmacy or have them delivered.

Triage Workflow
Virtual care at its best! Agents can automatically identify who's calling, get a 360-degree-view of patient information, patient journey, family history, surgery history, immunizations & medications.

LEARN HOW OUR EPIC CONNECTOR W/ API HUB CAN WORK FOR YOU

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