Challenge: Phones create barriers and waste staff time

**Iris**

End the phone tag loop before it starts. When patients leave voice mails, “unknown caller” interferes with the call-back, wasting staff time and delaying resolution to patients.

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- **76% of patients** admit to ignoring or declining a phone call from a health care provider because they couldn’t identify the caller.

Increase your staff’s bandwidth for more high value interactions. By following a simple pattern of Automate -> Inform -> Escalate, Iris ensures fastest resolution to a patient’s needs. Iris provides an offramp for routine queries, giving patients the option to use auto-reply or convert the conversation to text. Even better: Iris documents two-way communications in the EHR in real time, with no need to follow up with manual data entry.

Sources:
1. Accenture | Healthcare experiences: The difference between loyalty and leaving
2. Medical Economics | Your patients aren’t taking your calls because they don’t know who’s calling
3. Accenture | Three Patients and Block Medical Appointments Online in New York
4. Practice Fusion Foundation | Change in Patient and Satisfaction with Work-life Integration in Physicians During the First 2 Years of the COVID-19 Pandemic
5. Primer | Two-in-Three Patients will Book Medical Appointments Online in Five Years
6. American Nurses Foundation | Pulse on the Nation’s Nurses Survey Series: Annual Assessment Survey, November 2022
7. Becker’s Hospital Review | 53 staffing stats to know
8. Gartner | Top 12 Trends Affecting the Healthcare Industry