

Avaya COVID-19 Communications Solutions

HIPAA Compliant, Industrial Built, World Class Design, Subscription-Based Solutions



COVID-19 Experience Assessment Workshop (2 Hours):

- Outline the existing COVID-19 patient / citizen journey and areas to improve the experience
- Collaboratively develop a plan to deliver better outcomes



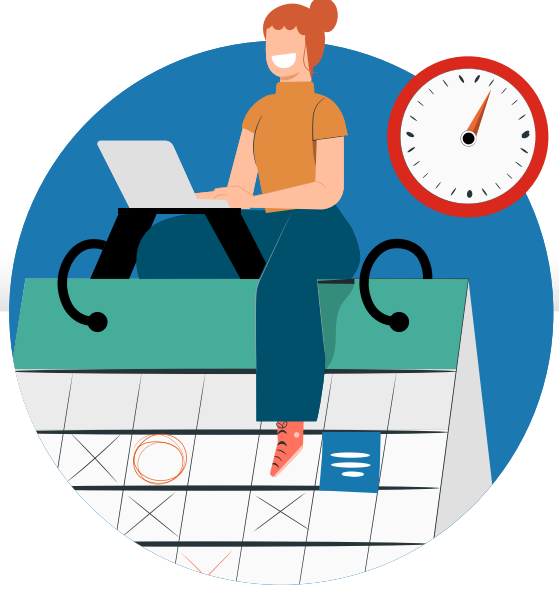
COVID-19 Information Access

- General COVID-19 Information / FAQ
- Auto Redirect to Information Sources
- Auto Pay / Billing
- Insurance Information
- Office Locations / Hours
- Direct Connect to Nurse / Practitioner
- Testing Availability / Procedures
- Contact Tracing Procedures
- Vaccine Availability / Procedures
- Natural Language Processing
- Engage Live Person as Needed
- Patient / Provider / Insurance Routing
- Emergency Redirect
- Call-back Service



COVID-19 Testing

- Availability / Process / FAQ
- Eligibility Checking
- Outreach / Contact Tracing Database
- Qualification / Registration
- Site Locator
- Testing Appointment Scheduling
- Contactless Screening / Form Fill
- Arrival Check-in
- Ready Notification
- Testing Confirmation / Certification
- Post-Testing Instructions / FAQ
- Results Delivery (Inbound / Outbound)
- Reporting to Authorities



COVID-19 Contact Tracing

- Process / FAQ
- Journey Mapping
- Reporting Auto Forms
- Callback / What to Do
- Automated Communications
- Hot Zone Alerting
- AI-Driven Next Best Action
- Voice Analysis / Sentiment
- AI-based Virtual Agents
- Natural Language Processing
- Automated Outbound
- Omnichannel (voice, SMS, email)
- Cloud-based Proactive Notifications
- Real-time and Historical Reporting



COVID-19 Vaccine Administration

- Availability / Process / FAQ
- Eligibility Checking
- Outreach to Targeted Segments
- Qualification / Registration
- Site Locator
- First Shot Appointment Scheduling
- Contactless Screening / Form Fill
- Arrival Check-in
- Ready Notification
- Post-Shot Instructions / FAQ
- Side Effects / Status Reporting
- Second Shot Reminder
- Second Shot Appointment Scheduling
- Reporting to Authorities

- AI Virtual Agents for patient contact, with easy fall back to live agents when needed, reduces human resource challenges, and immediately connects patients with information they need
- Cloud-based proactive notifications with optional response tracking, text interaction, and auto-form capture delivers critical information quickly and effortlessly
- Automated outbound voice calls, SMS, and email reach patients and their close contacts across any device
- Robust reporting provides up-to-the-minute insights and keeps you in control



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ELEVATING THE COVID-19 EXPERIENCE

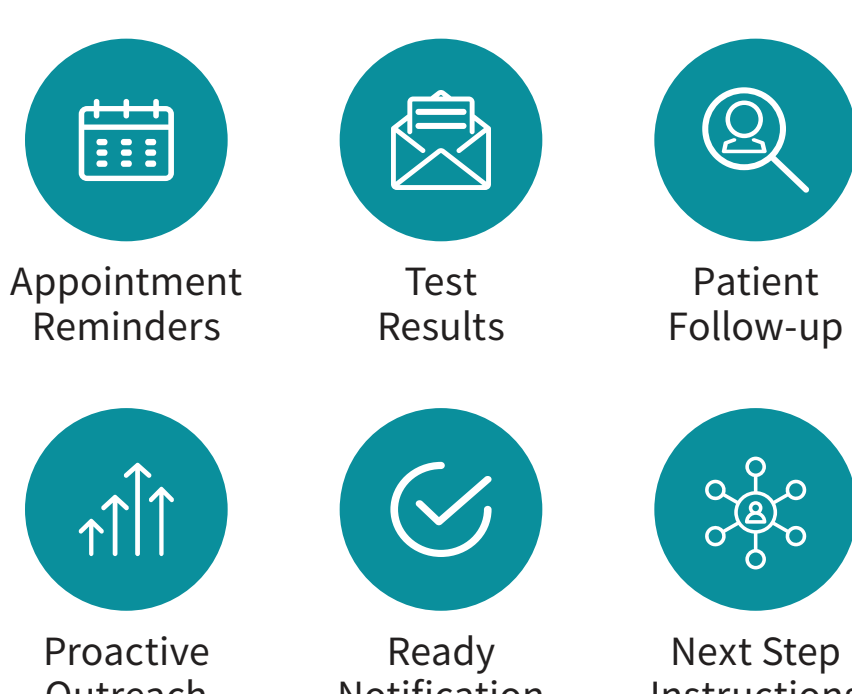
INBOUND INTERACTIONS



Business Knowledge Base

- HIPAA compliance
- Integration with existing scheduling systems
- Integration with existing information sources

OUTBOUND INTERACTIONS



Your Team

- Offload Resources
- Scale as Needed
- Pay per Use
- Ensure Compliance



Your Customers

- More Convenient
- Less Stressful
- Safer
- More Efficient

Award-Winning Solutions

