

MAINTAINING HIGH COMPLIANCE STANDARDS

NEC's UNIVERGE BLUE® ENGAGE provides healthcare organizations with contact center tools that help maintain high compliance standards across patient communications and payment processing.



To protect patient privacy and security, governments enforce regulations including HIPAA (United States) and PIPEDA (Canada). These standards present a growing challenge to healthcare providers, who must ensure compliance across a diverse set of tools used by many different personnel.



HEALTHCARE CHALLENGES

- Healthcare organizations must adhere to stringent privacy and security regulations (e.g., HIPAA, PIPEDA) that apply to all personnel across all communications channels
- Many healthcare providers must also meet payment card industry (PCI) requirements
- Data sovereignty regulations govern where data can be stored
- Onsite technology solutions are complicated to use and to integrate - and you want to put resources into healthcare, not an IT team!



UNIVERGE BLUE® ENGAGE SOLUTIONS

- Ensure regulatory compliance across all patient communication channels
- Provide flexible call and screen recording options to meet regulatory requirements and to mitigate legal risks
- Facilitate worry-free payments and collections with PCI-compliant processing solutions
- Meet data sovereignty requirements
- Get scalability, dependability, and simplicity with a solution that's hosted and managed

UNIVERGE BLUE® ENGAGE

IMPROVING THE PATIENT EXPERIENCE



TRANSFORMING HEALTHCARE – FOR PATIENTS AND PROVIDERS

The digital transformation allows healthcare providers to increase both effectiveness and efficiency by using powerful tools to automate and enhance a long list of crucial logistics.

These same tools also have an enormous positive impact on the patient experience by making it easier to book or change appointments, to quickly get in touch with the right professional, to renew prescriptions, and to stay engaged in care programs.

Healthcare is changing for the better, and NEC is proud to help enable this transformation.

NEC's UNIVERGE BLUE® ENGAGE helps healthcare providers deliver a better patient experience – through best-in-class contact center features that create efficient interactions, meaningful insights, productive teams, and an overall superior patient experience.

WHY NEC UNIVERGE® BLUE ENGAGE

UNIVERGE BLUE® ENGAGE Cloud Contact Center is the cloud-based solution designed to scale from the smallest single-channel informal contact center, to the most sophisticated omnichannel environment. UNIVERGE BLUE® ENGAGE Cloud Contact Center comes in three packages, built to meet the needs of any organization. NEC offers exceptional technical support and 99.999% uptime SLA.

TRANSFORMING HEALTHCARE

Our cloud contact center addresses many important healthcare use cases, including:

- › **Improving the patient experience** by making communication more convenient and effective
- › **Facilitating patient outreach and engagement** through automated communications channels
- › **Extending care team collaboration** to ensure anywhere, anytime accessibility
- › **Maintaining high compliance** standards across all communications channels and payment options
- › **Leveraging Electronic Health Records** to improve personalization and increase self-service

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www.necam.com

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