

# VestaPay™ - Connect

## Audio Call Feature

Advanced telecommunication solution that empowers hospital staff to connect with patients seamlessly, enhancing operational efficiency and overall patient experience.

Redefining Patient Engagement and  
Streamlining Staff Workflows

### SEAMLESS STAFF-INITIATED PATIENT CALLS



- Single-Click Dialing from VestaPay VSC
- Integrated VOIP Functionality
- Name, Phone Number Verification
- AI-Powered Call Recording & Transcription
- Auto-Posting into Hospital's EMR system

### ENHANCED INBOUND CALL MANAGEMENT

- Link patient calls to their account for accurate record association
- Auto-assign inbound calls to the right staff for streamlined follow-up



## CALL FORWARDING AND CONFERENCING



- Connect additional staff from other departments (e.g., billing, scheduling) to active calls
- Integrate live chat with ongoing conversations for a unified communication experience

## STREAMLINED DENIAL PREVENTION AND CLINICIAN SUPPORT

- Connect staff with clinicians to address claim denials and link call records with supporting documentation
- Enable clinicians to record, transcribe, and post clinical notes directly into the EMR system, ensuring timely and accurate updates



### Unmatched Benefits for Your Hospital, Delivering Higher Patient Satisfaction

- 100% Data Integration
- Advanced Patient Communication
- Simplified Workflows
- Improved Revenue Recovery