



ZENDESK FOR HEALTHCARE

# Build healthier patient relationships



## The best patient experiences are built with Zendesk

A person's health is always a serious issue, so prioritizing the patient experience is critical. Patients expect fast, personal, convenient support, and providers face increasing pressure to deliver value-based care. But with a sea of data sources and communication channels, it's difficult for care teams to collaborate efficiently and deliver better outcomes.

For innovative healthcare organizations that want to deliver the best patient experiences, Zendesk provides secure, flexible, and easy-to-use solutions for seamless, patient-centric support. This allows providers to transform patient experiences for better outcomes and continuous improvement.



### Keep it personal

Leave siloed data sources in the past. With the Zendesk platform, create a complete view of your patients for more personalized support and care. Integrate key information from EHRs, medical devices, and appointment history so your team can spend less time gathering information and more time focusing on your patients.



### Do your regular check-ups

Understand what drives patient satisfaction and outcomes with powerful analytics to guide planning and decision making. Get started immediately with best-practice dashboards to analyze the patient experience, or easily build custom charts and dashboards to measure what matters most for your organization.



### Always be on call

Virtual care is becoming increasingly popular for health providers that want to retain and attract patients. With the Zendesk Suite, it's easy to be available across any channel—like phone, chat, email, text, and mobile—so your patients can reach you whenever and wherever they need you. And with proactive support and reminders, you're always one step ahead of their needs.



### Rest assured



Zendesk provides best-in-class security features to ensure patient trust. And with role-based permissions and a strong documentation system, your organization will meet all applicable privacy and data protection laws—so patient care can remain the number goal.



### Work as one team

Quality care requires a team, and engaging with streamlined communication tools makes the job easier. Work seamlessly across distributed and specialized care teams and payer networks so patients get a better experience.

**"As a medical device company, the safety and security of our users are our number one priority. Zendesk, of course, was the right environment for that."**

– Anne Kainz  
Global Customer Support Lead



## CUSTOMER SPOTLIGHT:



Omada Health delivers digital diabetes and chronic disease prevention programs, making it easier for patients to adopt a healthier lifestyle and stick with it. They chose Zendesk because they could easily integrate it with their core applications, allowing agents to respond to patients quickly and personally.



### 6,000 contacts per month

Omada Health receives over 6,000 contacts per month over multiple channels, including email and phone, to support patients and employees.



### 85% first call resolution rate

Using the API, Omada Health customized agent workspaces to immediately ID and display pertinent records for callers, reducing a two-minute support process—identifying and validating inbound contacts—to seconds.



### 95% CSAT for patient support

By offering fast support across multiple channels, as well as options for self-service, Omada Health ensures their patients are healthy and happy.

## Apps marketplace

We integrate with over 750 third-party apps in our Apps Marketplace to help healthcare providers deliver more personal support at any scale.

### Telephony solutions



### Collaboration & project management



### Productivity



### Asset management



### Change management



### Docs & attachments



one medical



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