

VIRTUAL HEALTHCARE

Enable live access to personalized healthcare using interactive video kiosk technology

Providing service in the healthcare environment for a growing number of patients with greater variety and complexity of requests is challenging. Healthcare organizations are looking to technology for better ways to connect with patients at scale that can enable a more personal experience as well as improve cost and operational efficiency.

KIOSK Information Systems in partnership with Compunetix provides a video call center kiosk solution to help make it easy. For example, a healthcare facility can provide the option to use a kiosk for instant, personalized service wherein a patient can converse face-to-face with a remote representative. The solution's HD video and audio allow for clear communication, while its transfer and routing capabilities let the kiosk representative direct the call to the right healthcare specialist providing access to advanced care without the need to travel or wait at high traffic hospitals.

Solution features include:

- **Video Patient Engagement** - Easy, one-click connection (no download required) to professional representatives with the ability to escalate to multi-party calls
- **Flexible Kiosk Options** - Innovative hardware designs with advanced service features as well as industry-leading quality and reliability
- **Confidentiality & Data Security** - Secure and encrypted media and data connectivity with secure password authentication
- **Deployment Options** - Available as a cloud service or on-site deployment
- **Collaboration Functionalities** - Application and desktop sharing, patient-agent chat, and file transfer capabilities
- **Quality Call Monitoring & Statistics** - Assessment tools to improve call center performance

