

# Innovative platform, better experience

Define a new standard for healthcare with Zoom

Let's go →

zoom

# Let's take a tour

Click the  
pointers  
to see more



Description:

SHOW

HIDE



GET IN TOUCH

# Let's take a tour

Click the pointers to see more



Description:

SHOW

HIDE

Patient room

General administration

Nurse station

Patient home

Patient home

Call center

Check in

GET IN TOUCH







## 1. Seamless interactions when researching and booking care appointments



Patients experience a digital front door when they interact through tools powered by Zoom AI and Zoom Virtual Agent (ZVA)

### Benefits

- Enhance patient experience by integrating EHR workflow, providing real time answers to commonly asked questions
- Reduce workload for staff by handling routine inquiries and tasks with ZVA

### Key features

- 24/7 availability and instant responses on supported questions
- Create personalized flows and messages
- Intelligent hand-offs to guide users to the support needed

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## 2. Enhanced patient engagement at every communication touchpoint



Stay ahead of innovation with a cloud-based video-enabled contact center, offering your patients better customer service and engagement at every step of the way

### Benefits

- Ability to scale up and down operations dependent on business needs
- Increased access to patient information through EHR integrations, regardless of location, to resolve questions quickly
- Interact across a multitude of communication channels, including voice, video, SMS, and chat to help improve patient satisfaction
- Increase productivity with the addition of Zoom's Virtual Agent providing intelligent support with our AI chatbot

### Key features

- Advanced call routing and queuing capabilities
- Robust analytics and reporting tools to track performance and agent productivity, including Zoom AI Expert Assist
- Integration with customer relationship management systems

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### 3. Simplified digital front door with patient check-in kiosks



Offer a simplified experience where a remote virtual assistant with tailored branding and messaging streamlines patient check in

#### Benefits

- Reduce the amount of receptionist staff at check in while providing patients with a safe and simple way to announce their arrival
- Allow patients to review important information and sign consent forms electronically
- Receive health history and updated symptoms prior to appointment

#### Key features

- Customized branding and messaging for a tailored experience
- Escalate to a video call if needed to further engage
- Efficiently manage appointment queues

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## 4. Efficient and organized healthcare team operations, regardless of location



Uplevel your medical staff and provider interactions through real-time communication capabilities to quickly connect via Zoom Phone or Zoom Team Chat for efficient decision making

### Benefits

- Integrate secure voice, video, and chat messaging to tackle care issues quickly and efficiently
- Organize and collaborate on patient care plans and visits within Zoom Team Chat
- Keep pace and efficiency between visits with the ability to change from mobile to desk phone devices, as well as escalate a phone call to video on Zoom Phone

### Key features

- Cloud based phone solution supported by local survivability in case of on-premise failure
- Seamless integration with adjacent Zoom solutions such as Zoom Meetings, Zoom Rooms, and Zoom Contact Center in addition to third party applications
- Flexibility with minimal hardware and maintenance costs
- Presence recognition, call recording, call transfer, and voicemail transcription

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## 5. Empowered administrators, healthcare workers, and operations teams that foster culture through collaboration



Unify your voice, meetings, and chat into one simple solution with Zoom One for Healthcare. Zoom's platform gives your healthcare team the flexibility to communicate and collaborate wherever you want, however you need

### Benefits

- Meet smarter with Zoom's AI Companion\* which, when enabled, summarizes meeting and chat content for quick, easy follow up
- Utilize Zoom Team Chat, included in your paid plan at no additional cost, for convenient conversations
- Up-level your conference room interactions with Zoom Rooms' Intelligent Director, which frames individuals in a meeting to a gallery view

### Key features

- Integrates with popular EHR systems to streamline clinical workflows
- Single admin portal for managing system capabilities
- Replace standalone offerings for one contract and more savings
- Flexible plans and user provisioning for scalability

\*Note: AI Companion may not be available for all regions and industry verticals

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## 6. Elevated patient room for a more engaging care experience



Offer your patients the latest technology across devices and digital systems to enhance their overall experience

### Benefits

- Enhance patient convenience through patient engagement centers, smart TVs, and telehealth carts embedded with Zoom Rooms technology
- Access to physicians for virtual rounding, specialists for remote consults, and assistants for check-in or discharge
- Ability to invite family or other care team members to treatments, physical therapy sessions, care planning meetings, and more

### Key features

- High quality video conferencing, from telehealth meetings to group meetings or webinars
- Centralized management through Zoom admin portal to view availability of each room, monitor status, and update software
- Integrations with third-party applications while supporting connected peripherals to streamline workflows
- Custom room displays for branding, welcome messages, and more

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## 7. Accessible virtual care from anywhere



Treat patients where they are with our virtual care platform, designed to enable HIPAA compliance, and integrated with electronic health record (EHR) systems

### Benefits

- Offer a truly hybrid healthcare experience for your patients that helps increase their access to care
- Help to reduce physician burnout by allowing for a hybrid workplace
- Expand reach and availability for specialists
- Improve chronic disease management
- Reduce healthcare costs by minimizing travel, re-admissions, and resources

### Key features

- High-quality video and audio capabilities
- Language transcription services
- Secure messaging between providers and patients
- Enhanced features such as waiting rooms, AI generated meeting summaries (when activated), and review of diagnostic results

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# Frictionless communication and breakthrough advances in care



## **Enabling the future of medical collaboration**

Zoom for Healthcare helps you collaborate across the continuum of care, meet patients where they are, and enable your hybrid workforce to stay connected and agile



## **Make the patient journey effortless**

From virtual check-in to continuing education and outpatient care, Zoom helps enable seamless service at every touchpoint



## **A trusted single platform**

Helps enable your organization's HIPAA compliance when signed into a Business Associates Agreement (BAA)



## **Integrated administration and operations**

Onboard employees, establish effective culture and collaboration, and extend hybrid work to your healthcare administrators and operators

Get started with Zoom for Healthcare today.

Contact us



zoom  
for Healthcare