



ISI UC Analytics & Call Reporting

A key component of a comprehensive patient experience toolbox.

Understand your healthcare facility’s communications processes from your patients’ point of view. Identify the most important communications touchpoints and measure ongoing performance. Link improvements in patient communications with desired patient outcomes.

ISI Enabled Patient Experience



Patient Journey Starts

When did the patient first contact us? Was the call answered, put on hold, transferred, sent to voicemail? Who took the call? How many patient calls were received on this day and at this hour? Were we staffed appropriately for the level of calls made or received?



Pre-Check-in

When was the patient’s appointment scheduled? Was a pre-screening call made? Who made the confirmation call? Did the patient call for other reasons prior to check-in?



During Care

Did the patient call the nurses’ station during their stay? Were the calls answered? Did the patient call other service areas such as food services, housekeeping, lab, or billing? What role are calls playing in coordinating care among care teams?



Post Visit

When was the post-discharge call completed? Did any specialists or departments — physical therapists, dieticians, lab, pharmacy, etc. — speak with the patient? Were additional appointments scheduled?

ISI provides call detail visibility at every touchpoint in the patient care journey. Critical real-time information to identify process issues that impact healthcare service delivery and measurably impact patient experiences.