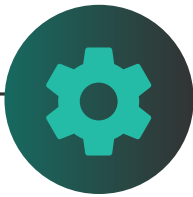# Virtual Care Navigator

THINK healthcare

High ROI

Self-serve tools & automation to design out up to 50% of incoming calls.

Compatiblity

Integrated with most UK clinical systems & compatible with all phone systems.

Happy Patients

Faster self-serve access & lower queues with improved access inequality equals happier patients!

What is it?

Virtual Care Navigator is the most advanced phone based self-serve tool for patients!

VCN allows patients to self-serve and access all the common clinical & admin tools that are usually only provided in online apps and portals, reducing queues, removing the admin burden & reliance on reception teams to answer the phone, and improving access inequalities for patients who can't make use of other online options.

Demos & Info | www.think-healthcare.co.uk

Virtual Care Navigator

Key Features

01

Appointments
Check & Cancel functionality / standard appointment bookings / large scale appointment campaign tool EG: Vaccinations or targeted appointment invites.

02

Triage
Automated phone-based appointment triage. Align triage process with Online Consult solutions providing a consistent experience for patients & staff.

03

Repeat Prescriptions
Repeat prescription ordering with full digital transmission of request. Fully integrated with EPS (Where available) with direct delivery to EPS inbox.

04

Prescribing hubs
Regional prescribing hub to support organsiations at every scale. Voice activated with direct electronic delivery of request to either a hub or local organisation.

05

Languages & Integration
VCN can be setup to include any language prevalent in the area of use, & is fully integrated with the majority of UK NHS clinical systems (With more added regularly).

06

Admin requests
Whether its a request for a sick note, a form, or a general admin request we can customise the options needed to suit your patient's requirements.