

Virtual Primary Care

Improve member access via their channel of choice. It's convenient & efficient.



Virtual Primary Care harnesses the value of intelligent omni-channel technology to improve utilization and to reduce the overall cost of care.

SEAMLESS, RAPID ACCESS TO CARE

Whether it's phone, video, or chat, instantly connect members to their care team. Members bypass phone queues, reducing frustration and increasing satisfaction.

Offer navigation advice based on symptoms or needs

Increase efficiency

Reduce call center labor

DISCOVERY PROCESS & CUSTOMIZATION

Sensely will learn about your most frequently requested member flows, your care integration points, and will build a demo illustrating end to end member journeys.

Pre-built intents with NLP phrase matching and machine learning include:

Symptom checking and navigation

Hours of operation

Appointment booking

Questions about related care services

Pharmacy and lab in-network location information

You also receive access to Sensely's Conversation Design team, allowing you to create a continuous flow of new, high-value queries.

Learn more at www.sensely.com or email us at info@sensely.com

KEY BENEFITS



Faster Access to Care



Supports 30+ Languages



Personalization



Choice of Communication Channel



Expanded Service Capacity