**Highlights of CTG's ongoing support include:**

**13,000–19,000** contacts per month over the past 12 months

MyChart first contact resolution rates of **99.8%**

Abandonment rate **<2%** after 30-second threshold

**82.5%** of calls answered within 30 seconds

# Academic Health System Partners With CTG to Improve Patient Experience Through High-Quality Epic MyChart Patient Portal Support, Powered by Amazon Connect

## Challenge

A large U.S. academic health system wanted to cultivate a more engaged and informed patient community and improve patient experience through enhanced Epic MyChart Patient Portal Support.

## CTG's Solution

CTG provides 24x7x365, single-point-of-contact Patient Portal Support for all MyChart patient calls and messages, delivering a scalable managed service based on a defined services plan with Service Level Agreements (SLAs). Our analyst team assists patients with tasks such as account activation, password resets, and portal navigation via phone, email, or InBasket message. CTG also provides support to patients prior to telehealth visits and pediatric remote proxy activation support, including reviewing medical records for documentation precluding access as a proxy.

We leverage Amazon Connect Cloud Contact Center to manage support calls, bringing an omnichannel, scalable, cloud-based application to support a growing patient community's calls and chats, with quality assurance reviews on all calls. Amazon Connect provides a single interface for CTG analysts to validate patient identities, review medical histories, and schedule appointments. The application's scalability enables CTG to quickly add analysts to meet the health system's changing needs.

CTG consistently exceeds SLAs while also taking on an increased number and variety of calls. By focusing on and achieving a high first-level resolution rate, fewer tickets escalate to senior analysts, enabling them to focus on optimization and strategic projects. Importantly, the client has seen a significant rise in MyChart usage and receives more online payments versus mail.

Following our success providing effective problem resolution to patients, CTG was engaged for MyChart Outbound Calling services. CTG reviewed and enhanced the patient enrollment process and delivered custom enrollment campaign strategies to drive engagement.

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