



Streamlining Patient Portal Support: By the Numbers

It's one thing to implement new technology. It's something else entirely to achieve game-changing results from that implementation. That's exactly what happened when Gundersen Health System decided to partner with CTG to implement Amazon Connect.

Thanks to a streamlined process for addressing portal issues over the phone by CTG agents specifically trained to handle Epic MyChart concerns, patients got access to high-quality service in a fraction of the time. Let's check the numbers:



600,000

Patients who required patient portal access and assistance.



24/7

Coverage needed for high quality patient portal support.



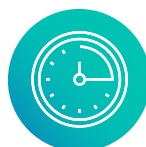
75%

Reduction in time to train agents on the phone; from two hours to 30 minutes.



>5%

Call abandonment rate reduction vs. the 7% benchmark for healthcare.



80/30

More than 80% of calls were answered in 30 seconds or less.

“CTG provided a seamless implementation from start to finish. From the exceptional communication amongst team members and excellent patient call/message response rate to the streamlined training to allow for a consistent user experience, we have high confidence in the work CTG does and how they work with our patients.”

Enterprise Privacy
Officer/Manager
of Privacy
Gundersen Health System