



Contact center transformation with TrueServe™ and Five9

Purpose-built solutions for the health care provider industry

Enhancing service capabilities for health care providers

INCREASE EFFICIENCY AND IMPROVE PATIENT SATISFACTION

As service expectations of health care providers evolve, organizations need to orchestrate their patient experience to stay ahead of the competition. The swift progression of the technology landscape affords an opportunity for the industry to deliver differentiated service with AI-powered solutions that comply with Health Insurance Portability and Accountability Act (HIPAA) privacy and security standards. It is imperative for today's health care companies to consider moving beyond a focus on individual interactions, and instead create multi-dimensional and interconnected experiences that are targeted towards building and managing relationships with their patients.

When our extensive service strategy experience is combined with Five9's contact center platform, we can help health care clients increase operational efficiency and improve patient satisfaction. As a leading contact center provider, Five9's HIPAA-compliant software enables high-touch, empathetic service. Informed by our experience delivering impactful service solutions in the health care industry, we have created pre-built Five9 capabilities with health care-specific use cases, powered by integrations with Epic, for modern self-service and live representative interactions. This collaboration is helping health care organizations provide meaningful, personalized patient experiences at scale and drive meaningful cost reduction.

The capabilities we have created with Five9 to address common contact center inquiries handled by self-service and representatives include:



Self-service: Conversational self-service use cases specific to health care providers that either reroute patient inquiries from the contact center or reduce handle time



Representative experience: Custom desktop capabilities for representatives that help them accelerate handle times with quick actions and conversational insights



Contact center as a service (CCaaS): Five9 flows that enable effective conversations for all patient types with self-service assistants and live reps



Flexible integrations: Integrations with Epic, using the Fast Healthcare Interoperability Resources (FHIR) standard, that support the sector-specific use cases and reduce development costs



CAPABILITIES IN ACTION

Our pre-built use cases for the health care provider sector showcase the powerful combination of Five9's contact center capabilities and our differentiated design methodology and service proficiency—which can be extended to many other use cases not listed here as well.

Biometric authentication

- Includes enhanced security verification through authentication with Five9's Voice Biometrics solution

Provider search

- Patients can conversationally search for providers, with Generative AI (GenAI) accelerating the process by parsing complex search descriptions
- Allows for detailed search and filter criteria (e.g., specialty, location, gender)
- Provides intelligent follow-up questions for required search criteria with natural voice interface control of the interaction
- Includes detailed provider information

Appointment scheduling

- Enables quick scheduling pathways for previous providers and the patient's primary care provider
- Patients can view available appointments at various locations and select a date and time
- Collects and verifies key appointment details (e.g., reason for visit, insurance, contact info)

Our customizable health care industry capabilities can bring AI and automation to self-service and live representative experiences. When implemented with the right strategy, these solutions can help organizations manage and reduce contact center costs amid growing call volumes while enabling our clients to quickly and easily expand to additional use cases.

GET IN TOUCH

Our Deloitte Digital teams are here to help you get started with our end-to-end contact center accelerators. Reach out and set up a meeting with our professionals to learn more.

Tim McDougal

Managing Director
Deloitte Consulting LLP
tmcdougal@deloitte.com

Erik Golden

Assoc VP, Product Architecture
Deloitte Consulting LLP
erigolden@deloitte.com

Tom Nassim

VP, Product Strategy
Deloitte Consulting LLP
tnassim@deloitte.com

This publication contains general information only, and none of the member firms of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collective, the "Deloitte Network") is, by means of this publication, rendering professional advice or services. Before making any decision or taking any action that may affect your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this publication.

As used in this document, "Deloitte" means Deloitte Consulting LLP, a subsidiary of Deloitte LLP. Please see www.deloitte.com/us/about for a detailed description of the legal structure of Deloitte USA LLP, Deloitte LLP and their respective subsidiaries. Certain services may not be available to attest clients under the rules and regulations of public accounting.

All rights reserved. Member of Deloitte Touche Tohmatsu Limited.

Copyright © 2025 Deloitte Development LLC. All rights reserved.