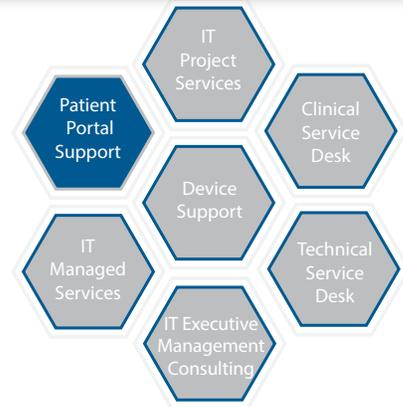




TALON

Healthy IT Services



Patient Portal Specialists

TALON provides patient portal support, including MyChart, for patients associated with nearly 40 hospitals across the country. A partnership with **TALON** allows your teams to focus on the most critical tasks.

TALON's experienced agents handle thousands of calls each week from patients, 24 hours a day, 7 days a week.



Dependable

TALON operates redundant call centers to provide a high-availability service for its clients. Fail-over ready sites are located in North Carolina and Wisconsin.

High Performance and Low Cost

Our clients enjoy excellent performance with First Contact Resolution rates greater than 95% and Average Speed to Answer in less than 30 seconds. We outperform the market with pricing well below our competitors and less than in-house solutions.

Client Focused

Customer Service is first with **TALON**. We've seen our relationships consistently grow in scope and by client referral; we gladly provide references.

IS YOUR PATIENT PORTAL SUPPORT MODEL THE BEST?

CONSIDER TALON

Health systems often use internal technical teams like their IT Help Desk, Revenue Cycle team or Appointment Scheduling group to deliver patient portal support. Models such as these take focus away from mission critical services, the additional workload frequently breaks processes, skews priorities and ultimately drives productivity and efficiency in the wrong direction.

In a recent pre-implementation review, a client patient portal password reset request took two full days and five phone calls to complete. While this is surely an outlier, imagine the impact of that experience multiplied many times each month within your health system; consider the consequence to internal operations and patient satisfaction. Contrast this with the **TALON** process, independently resolving password resets in less than 2 minutes.

Too often health system leaders look for the easiest way to handle a new task without considering the best approach. **TALON** provides the best, easiest and most likely the least expensive solution for patient support. Our agents answer thousands of patient portal support calls each month for health systems across the country.

We answer these calls in less than 30 seconds and resolve 95% of them while talking with the patient. Let's talk about how **TALON** Healthy IT Services can help reduce the burden of patient portals, like MyChart, support and focus on cost containment.

EAST
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Winston-Salem, NC 27101

MIDWEST
W223N720 Saratoga Dr.
Waukesha, WI 53186

“ **TALON'S** technical support has been exceptional – both in response time and ability to understand our issues. The service and professionalism that **TALON** provides has met and exceeded our expectations.

~ Midwest Healthcare Client

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