

# SoftwareOne Solutions Brief

## Improve Patient Experience and Communication with SoftwareOne and Amazon Connect



### **The Challenge:** Siloed Data and Communication Systems Drain Healthcare Resources

Healthcare organizations waste resources and lose precious time managing disconnected patient communication systems. Staff members jump between separate phone, email, and chat platforms, forcing patients to repeatedly provide the same information as they move between departments or communication channels. Such fragmentation creates significant operational inefficiencies—and frustrated patients.

### **The impact of these disjointed systems extends beyond just lost time. Organizations also face:**



Inconsistent patient experiences across different channels



Inability to maintain context when transferring between departments



Reduced staff productivity due to system switching



Limited visibility into overall patient communication history

### **The Solution:** Unified Cloud Contact Center Platform

SoftwareOne's Amazon Connect implementation transforms fragmented patient communications into a streamlined, unified experience. By bringing all patient interactions into a single, cloud-native platform, healthcare organizations can dramatically improve both operational efficiency and patient satisfaction while decreasing the barriers to ongoing enhancements.

Contact Center agents gain access to a unified interface that maintains patient context across all channels, eliminating the need to switch between systems or ask patients to repeat information.

### **Key Benefits:**



Seamless patient communication across phone, chat, email, SMS, and other channels



Intelligent routing that connects patients with the right resource the first time



Complete visibility into patient interaction history



Flexible scaling to match varying patient volumes dynamically, on demand



Pay-as-you-go pricing with no term agreements



# Core Capabilities

## Intelligent Patient Engagement

Transform every patient interaction with contextual, AI-driven communication tools. Amazon Connect ensures that whether patients receive consistent, personalized care without having to repeat information across channels or contacts.

- AI-powered routing and response systems
- Integrated omnichannel support (voice, chat, SMS, email, social)
- Unified patient context across communication channels

## Healthcare System Integration

Eliminate data silos by connecting all your critical healthcare systems into a single, unified platform. Every hour, healthcare organizations generate valuable data across multiple systems— Amazon Connect brings it all together in one robust, intuitive interface.

Seamless integration with multiple healthcare data sources:

- Electronic Health Records (EHR) systems
- Claims processing systems
- Laboratory information management systems
- Medical devices
- Social determinants of health (SDoH) data

## HIPAA Compliant Patient Data Security

Protect sensitive patient information with a robust security framework built specifically for healthcare environments. Amazon Connect maintains the highest standards of data protection while ensuring seamless access for authorized healthcare professionals.

- HIPAA-compliant solution
- End-to-end encryption
- Comprehensive audit capabilities
- Secure remote agent support

## Analytics & Optimization

Turn patient interaction data into actionable insights that improve care delivery and operational efficiency. Our advanced analytics tools help healthcare providers identify trends, optimize workflows, enhancing patient experiences in real-time, and surfacing opportunities for expanding your reach.

- Real-time performance analytics
- AI-powered agent assistance
- Patient journey mapping
- Automated quality management

## Next Step: Schedule a Discovery Call

SoftwareOne's Customer Experience experts can help you develop a plan for unified patient data and determine the right path through patient experience innovation for your patient care team. To get started, we will:

- Assess your current communication infrastructure
- Identify operational efficiency opportunities
- Create a customized unified communications roadmap
- Calculate potential cost savings and ROI

### Sources:

- [AWS HealthLake Blog \(June 2023\): "New FHIR API capabilities on Amazon HealthLake"](#)
- [AWS Connect Platform Documentation](#)

## CONTACT US TODAY

Find out more at  
**[www.softwareone.com](https://www.softwareone.com)**

SoftwareOne, Inc. | US Headquarters  
T. +1800 444 9890  
E. [connect.us@softwareone.com](mailto:connect.us@softwareone.com)



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