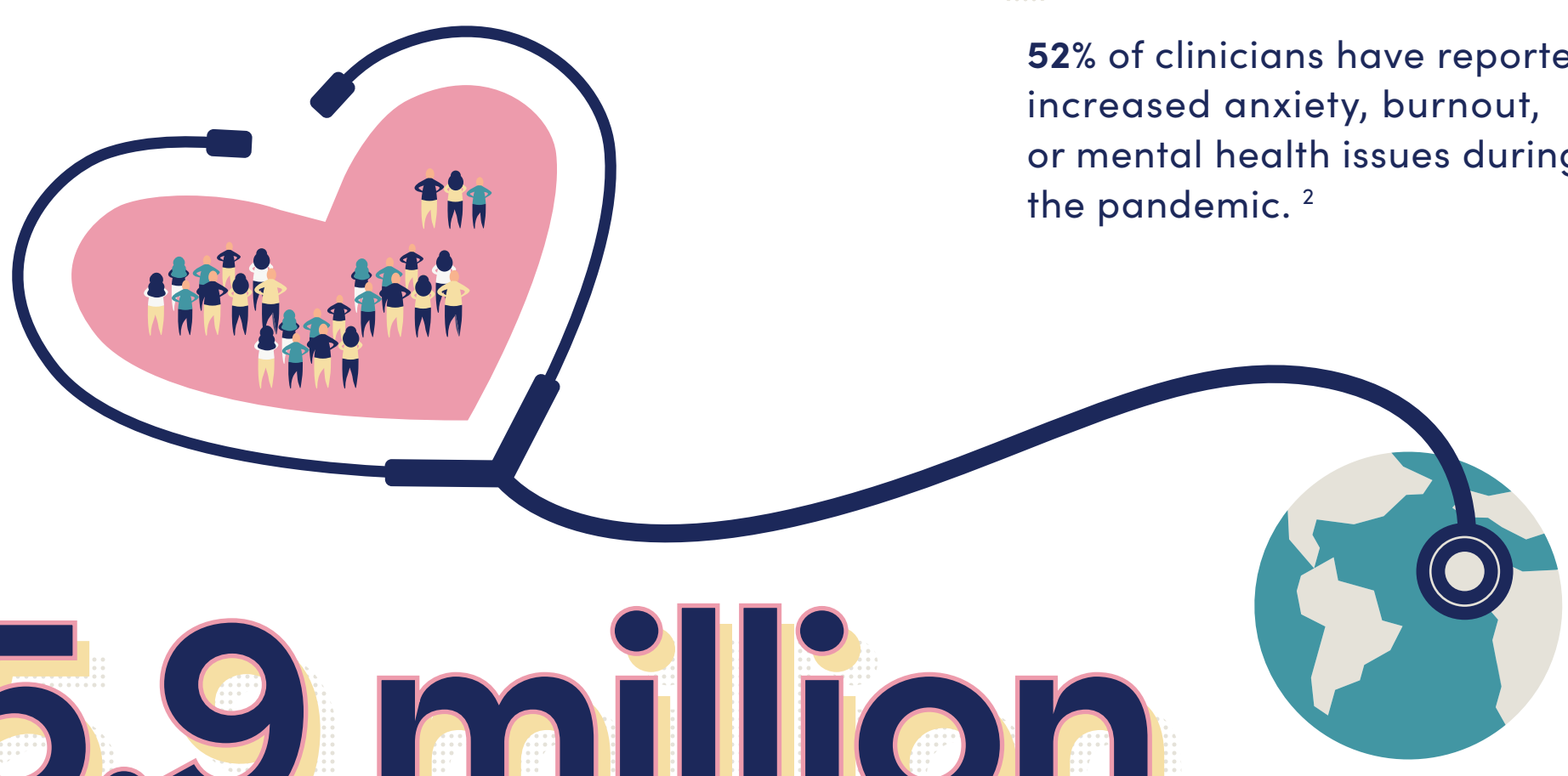
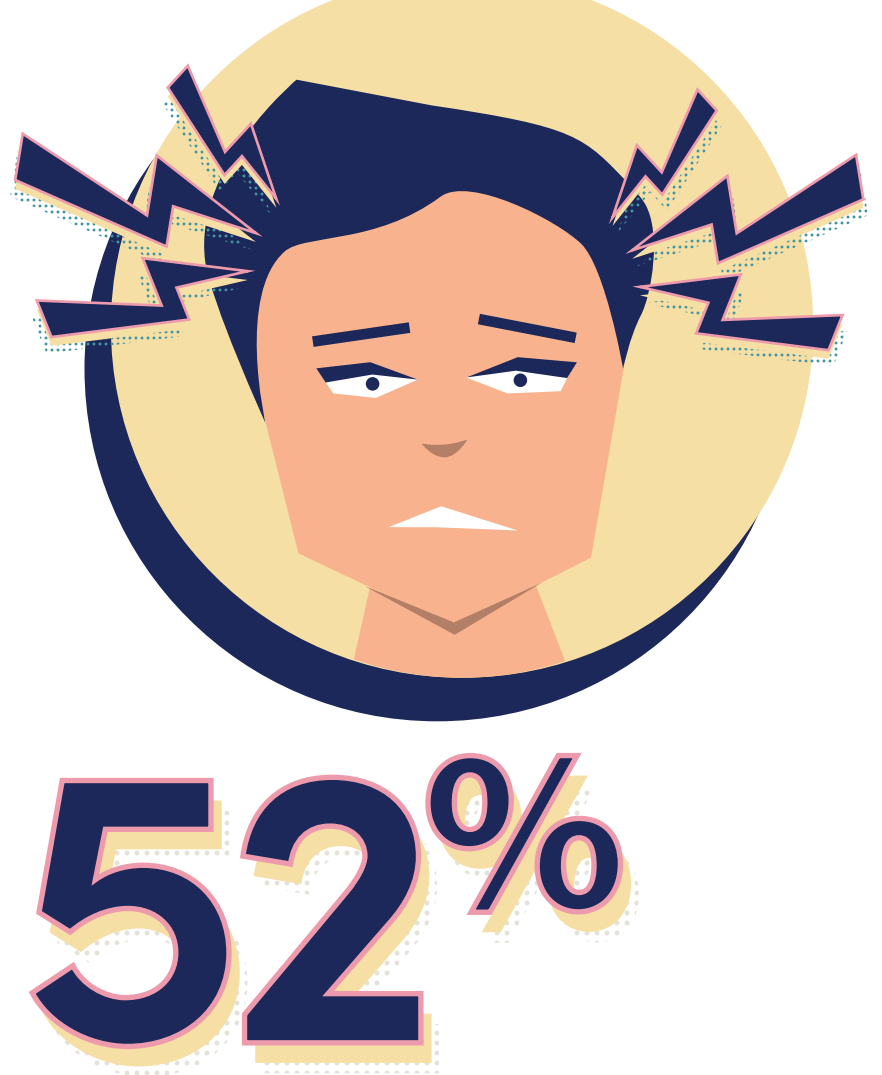
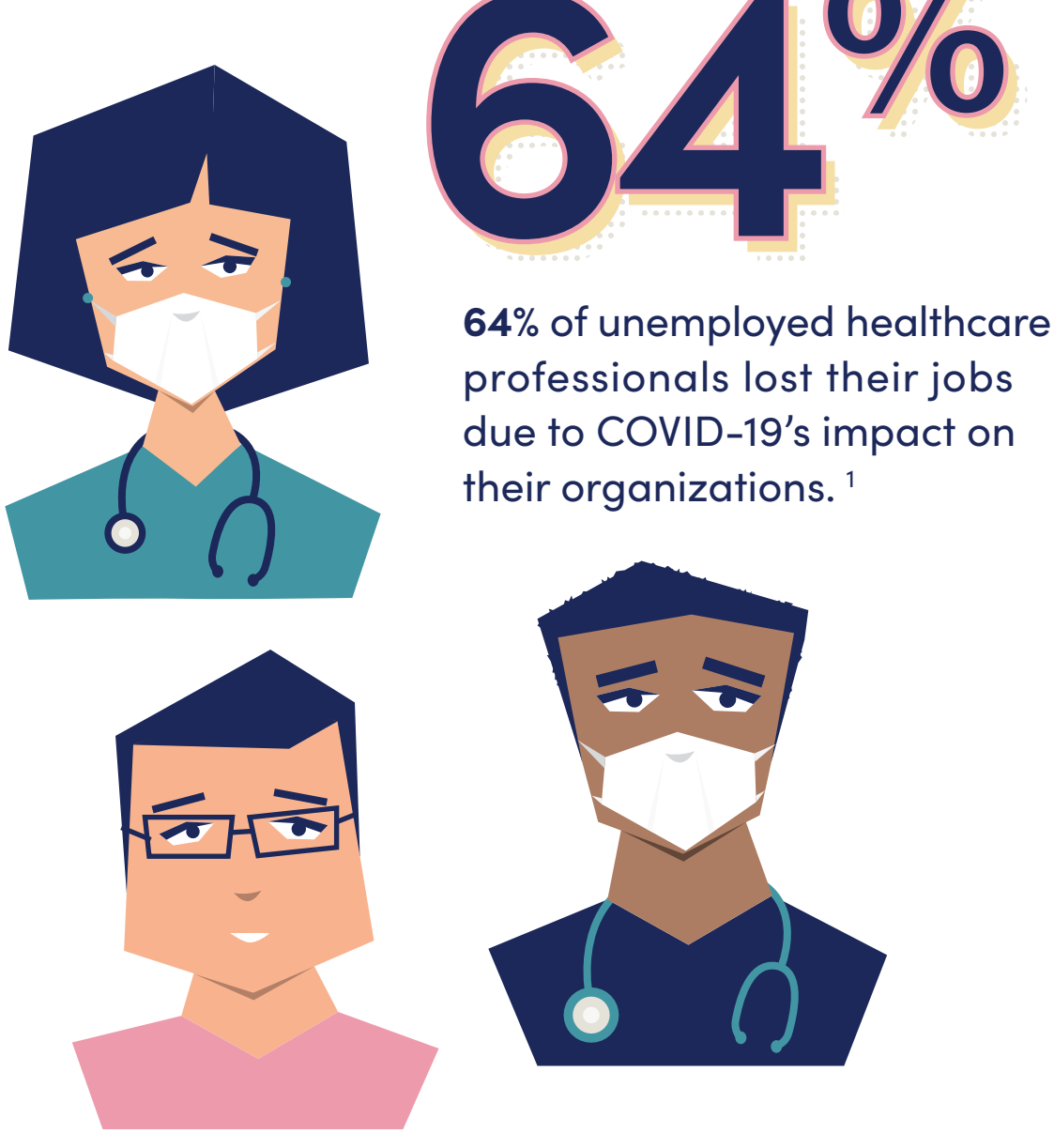




Telehealth 2.0: beating burnout and delivering on patient expectations

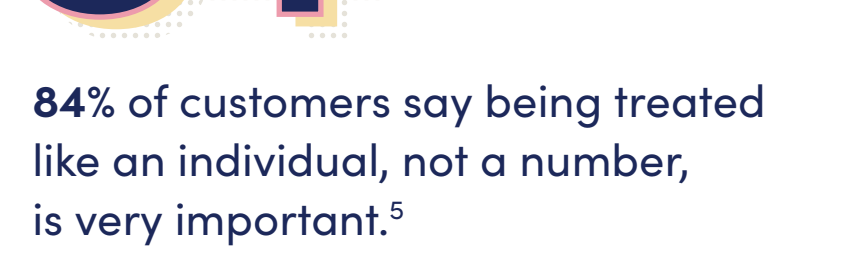
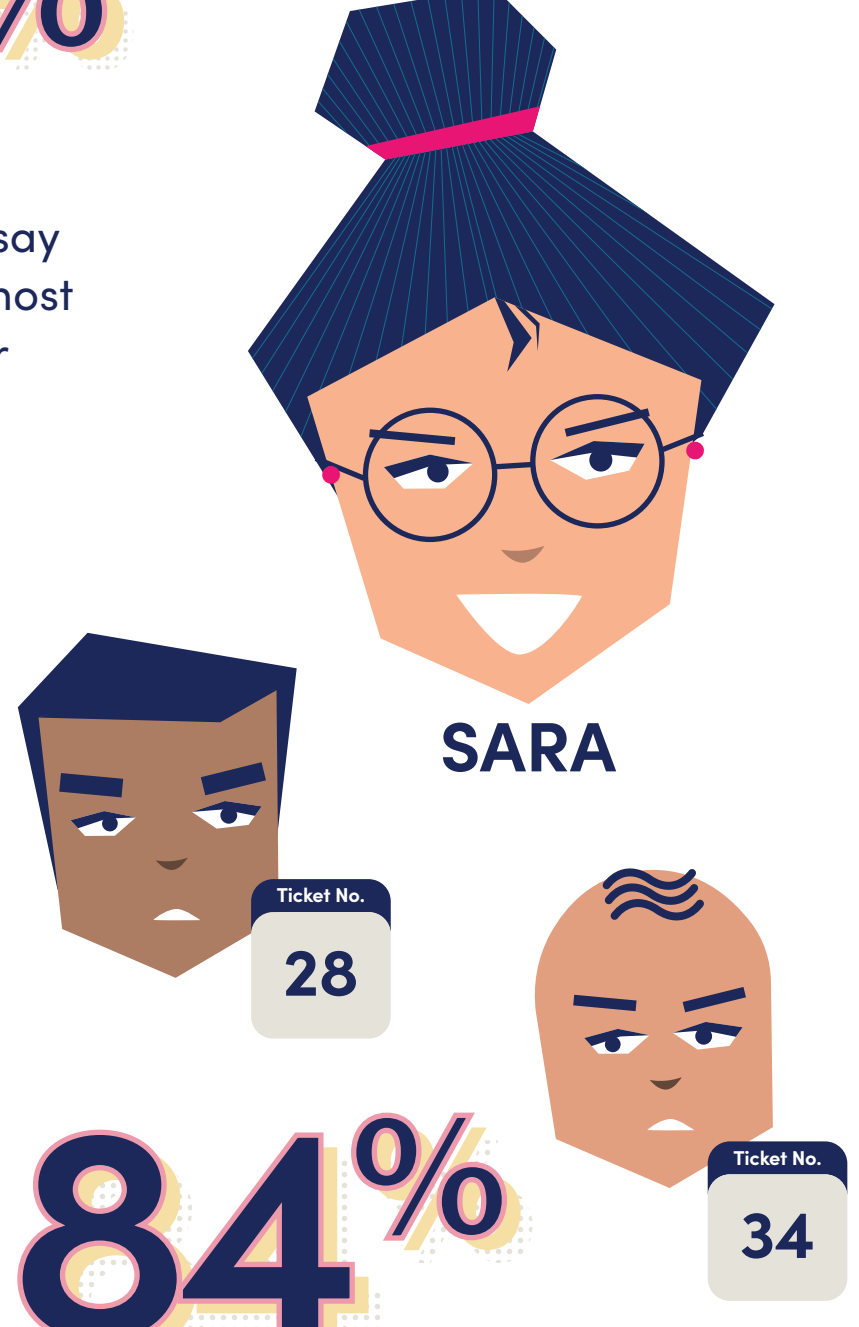
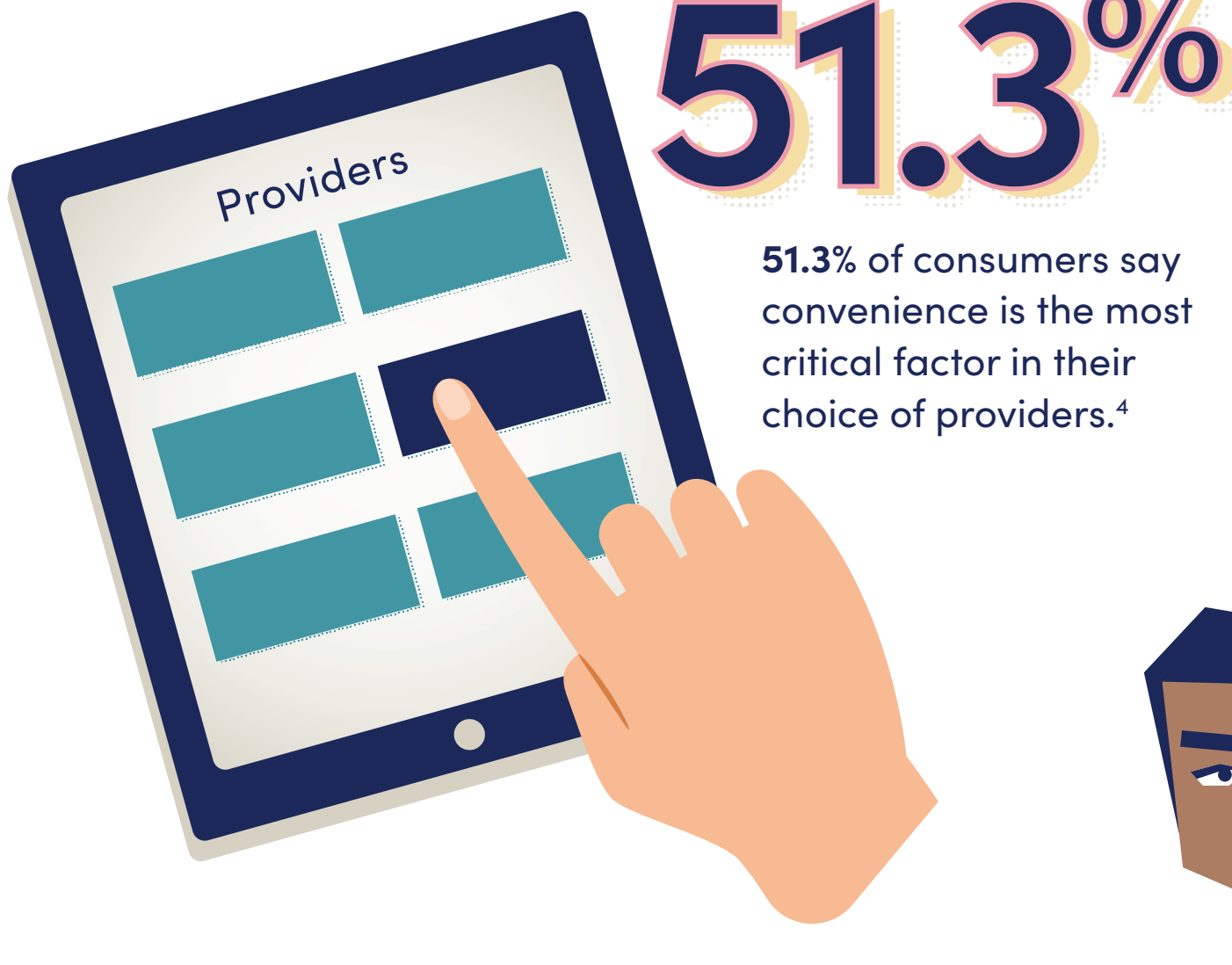
Healthcare is facing a staffing crisis.



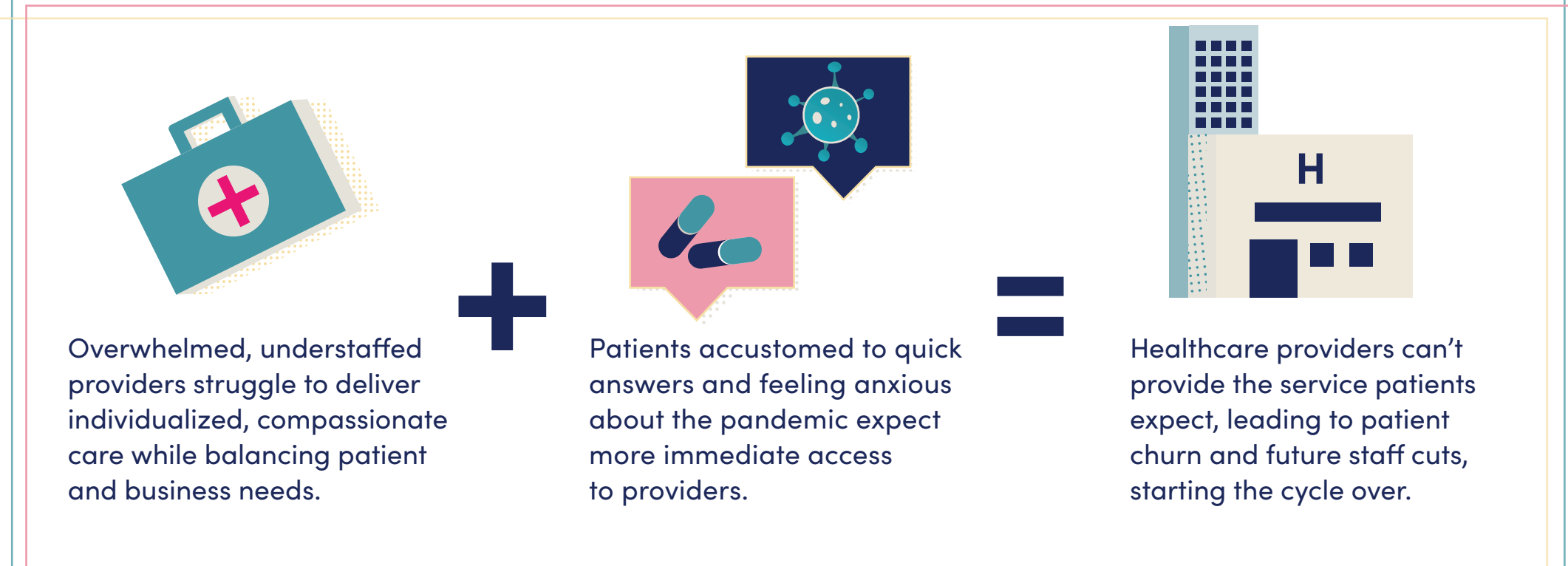
5.9 million

The industry needs **5.9 million** more nurses to meet global demand—and job growth is “barely keeping pace with population growth.”³

At the same time, patient expectations have intensified.



A challenging equation:



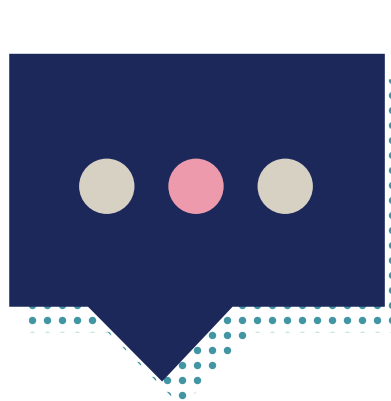
How can providers deliver?

- ✓ **Adopt reliable, long-term telehealth solutions.**
 - 83% of patients are likely to use telemedicine after COVID-19.⁷
- ✓ **Augment staff with patient experience professionals.**
 - **Reduces** the burden on personnel.
 - Ensures a **compassionate response** with every patient.
 - **Minimizes turnover** among current and future staff.

“As we go about our day seeing patients, the receptionists at Ruby make sure client calls are answered and that messages are delivered to the right people. I know that when we are gone or away from the clinic, I can count on them to follow our instructions and guide our calls exactly where they need to go. After almost 11 years as a customer, I consider Ruby an indispensable part of our business.”

—Erin Moline, Owner, Confluence Clinic

- ✓ **Offer easy ways for patients to connect online.**
- 73% of consumers report satisfaction with their live chat experiences—the highest level of all customer service channels.¹⁰



- ### Why chat?
- Creates quick **connections** with patients.
 - Addresses **frequently asked questions**.
 - **Gathers critical data** about website visitors.

Find a partner who delivers the same consistent, compassionate experience over the phone and via chat.

See how easy it is to meet—and exceed—your patients’ expectations in 2021. Discover Ruby’s virtual patient engagement solution.

Visit ruby.com/healthcare

1 Locum Tenens
 2 Nursing Outlook
 3 World Health Organization
 4 NRC Health
 5 2018 Salesforce Customer Engagement Trends
 6 Ibid.
 7 J.D. Power 2020 U.S. Telehealth Satisfaction Study
 8 Ibid.
 9 Doctor.com / Press Ganey
 10 Invesp