

## SMART ACCESS

# How Technology Streamlines Patient Scheduling at UAB

Connecting patients, people, and technology to make every appointment efficient and accurate.



### 01 DIGITAL TRANSFORMATION

At the UAB Access Center, technology powers every patient connection—from the first call to the final appointment. Our digital tools make scheduling simpler, faster, and more accurate.



### 03 COMMUNICATION TOOLS

With Microsoft Teams and Outlook, Access Center staff stay aligned across clinics and leadership. Real-time updates enhance collaboration and reduce response delays.



### 05 CONTINUOUS LEARNING

Virtual modules, microlearning, and gamified training keep agents confident and connected. Learning technology promotes engagement and professional growth.



### 07 CONNECTIONS MATTER

“UAB Access Center: Where technology and teamwork connect patients to care—efficiently, accurately, and compassionately.”

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#### More Information @ UAB Access Center

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### 02 SMARTER SCHEDULING

EPIC and TeleVox system technology automate appointment booking, confirmations, and follow-ups—reducing missed appointments and freeing agents to focus on patient care.



### 04 DATA & QUALITY

Calabrio analytics track call quality, scheduling accuracy, and service levels. Leaders use this data to coach, recognize excellence, and continuously improve.



### 06 IMPACT AT UAB ACCESS

Technology + Teamwork = Smoother workflows, reduced hold time, and a better patient experience.

