Meet CMS Mandates with Dubber

Compliant and secure call recording for the Healthcare Industry with Dubber

How does Dubber help Healthcare organizations today?

By consistently capturing conversations wherever and however they may occur - ensuring compliance requirements are met is critical.

Dubber's platform meets these regulatory mandates for all verticals inclusive of healthcare. Whether a visit to the general practitioner or a call into reception, all discussions are securely captured whilst meeting even the most recent compliance mandates. Dubber offers a conversation call recording and AI platform that enables organizations to compliantly record and store all conversations, then analyze that conversational data for key insights or fast retrieval.

To satisfy the CMS-4192-F mandate and the phone-based record-keeping needs of healthcare providers, operations, and patients, Dubber's platform can be deployed and provisioned immediately. What does this meant to all healthcare institutions?

1. Compliant Unified Conversational Recording (UCR)

Digital transformation of healthcare institutions and patient care dramatically advanced due to COVID. The capture of millions of conversations across traditional communications like fixed-line, VOIP, and apps, now needs to include UC applications - from MS Teams, Cisco Webex to Zoom and more. Unified Conversational Recording provides a singular system to orchestrate and compliantly capture conversational data collection across all of these platforms. All this data is not only captured securely, but is also stored in compliance with HIPAA and through mutual BAAs.

Deploying Unified Conversation Recording and Conversational AI automates and simplifies monitoring and supervision to maintain conduct standards, meet regulatory requirements and safeguard electronically protected health information (ePHI). In addition, we can also help port all legacy patient recordings and data into the Dubber Conversation Cloud.

2. Instant discovery - Record, replay and reveal crucial conversational insights

Never lose an interaction again; recordings can be searched for and found in minutes and retrieved immediately. All conversations across all endpoints are in live storage, with data sovereignty and geo-redundancy built-in, ready for immediate search, retrieval, and replay. Search across all conversations to find keywords that can be tagged, specific conversations, dates, times and people.

3. AI-enriched Compliance data and intelligence

Dubber AI generates critical compliance metadata and insights other platforms miss. We provide true Compliance Intelligence through a combination of AI technologies, with Natural Language Processing to identify behavioral insights in speech and with Machine Learning that learns more about your business the more data it consumes. Dubber combines insights from metadata, conversations and content to surface risks as they are happening. Let AI speed time to action in compliance activities.

4. Notifications and alerts - Proactive compliance management

Get instant notifications and alerts on potential breaches and risks. Review past conversations with known conflicts of interest, patient disclosures, poor communication with insurers or beneficiaries, as well as cross employee discussions regarding patient records.

Set notifications and alerts based on findings for proactive reporting. By setting alerts on keywords, sentiment, and particular endpoints, you're able to perform your own due diligence on all conversations. Never miss a regulatory reporting or audit window.

### 5. Regulatory reporting data - Comprehensive compliance visibility

Supply of company and institutional data to regulators has never been easier. All conversational data is stored in one repository, ready to export for reporting or to ingest into other systems and applications. Store compliantly and with built in redundancy to your specs - on premise, with compliant data centers, cloud (AWS, Azure, IBM), or hybrid.

Instantly supply regulators with the right data, at the right time. Keep all recordings and conversational data for as long as required - with cloud portability there is zero data decay.

Explore how Dubber solves critical use cases
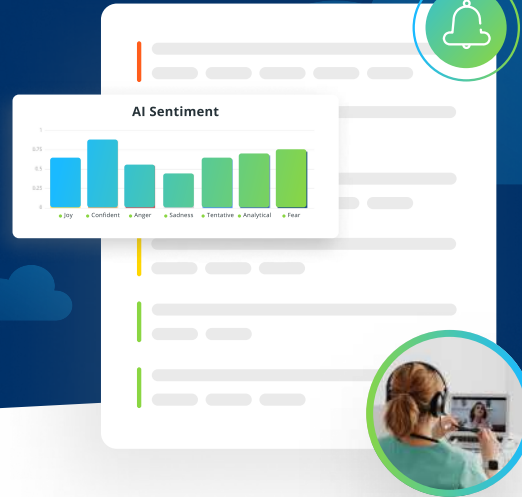
Better healthcare Practice Outcomes

This dental practice receives large volumes of calls daily from new and existing patients for inquiries and appointments. Regardless of who answers the phone, they needed to insure they complied with all HIPAA patient confidentiality requirements.

PROBLEM

- ✕ Receptionists can forget whether an appointment has been confirmed
- ✕ There can be confusion involving customer conversations or dental orders
- ✕ Changes to appointments are not amended on the schedule
- ✕ Appointment disputes arise
- ✕ Billing disputes

RESULTS DEPLOYING DUBBER

- ✓ Replay recorded calls to confirm the appointment date and time
- ✓ Refer to a call recording or transcript if there is a dispute with a patient or supplier
- ✓ Compliantly transcribe calls to maintain detailed patient notes including all important insurance information
- ✓ Securely share calls with the dentist to understand the treatment a patient will require

HIPAA compliance while working with insurance providers

This physicians office spoke with health insurance providers, hospitals and patient beneficiaries, sharing and securing important patient data.

PROBLEM

- ✕ Ensuring patient safety by making sure critical information is correctly interpreted
- ✕ Ensuring the clinic is running on time, minimizing delay
- ✕ Interacting with patients, staff, and specialists to ensure everyone is briefed for patient treatment
- ✕ Dealing with last-minute appointment cancellations and rescheduling

RESULTS DEPLOYING DUBBER

- ✓ Utilize call transcripts to mitigate risks when advising patients over the phone
- ✓ Maintain accurate patient notes for historical and ongoing treatment
- ✓ Risk was reduced, processes were monitored, and errors during patient communication were eliminated
- ✓ Forward patient calls to medical practitioners for additional clarity about the treatment required

Ensure critical patient information is handled correctly

This large Insurance company had to comply with some of the more stringent regulations.

PROBLEM

✕ Audits to ensure advice given to customers were compliant

✕ Disputes regarding insurance and premium coverage

✕ Insurance claims were not documented accurately

✕ Customers calling to make changes to their policy/ coverage, if not once but multiple times

RESULTS DEPLOYING DUBBER

✓ Record calls, chat and video for regulatory compliance, transaction verification and maintaining organizational records

✓ Refer to a recording or transcript to resolve disputes

✓ Record calls to prevent claimants or witnesses from adding on additional information altering the details of claims

✓ Use calls with positive sentiment to train staff to improve overall customer experience

Enhanced customer experience

Medical Equipment Company boosts customer service and satisfaction.

PROBLEM

✕ Needed to record managed IT service calls for quality assurance and traceability

✕ Previous call recording only captured a fraction of calls, was avoided by staff

✕ Problems searching for recorded calls on legacy platform - time consuming

✕ Needed insights for staff training to improve service performance

RESULTS DEPLOYING DUBBER

✓ Highly targeted training program resulting in improved customer service

✓ Customer satisfaction elevated with weekly ratings never below 4.5 out of 5

✓ Visibility of remote worker calls with traceability of every client interaction

✓ Improved retention of customers through fast resolution of issues

Certifications

- ISO 27001
- SOC 2 (in progress)
- PCI DSS
- MS Teams
- Cisco CASPR

Compliance

- Medicare & Medicaid (CMS)
- HIPAA
- GDPR
- And more

Solution certified for **Microsoft Teams**

ISO 27001 CERTIFIED

PCI

CISCO Partner — Solution Partner

aws partner network

GDPR

HIPAA COMPLIANCE

FCA

dubber

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Top-7 high-value patient-orientated use cases

Helping Vulnerable Patients

Identify and action conversations that mention potentially vulnerable patient scenarios plus expected agent or patient outcomes.

Fraud Detection

Identify high-risk activities and enquiry types associated with known and emerging fraud techniques to capture patient information and complete patient data exchanges. Ensure that you meet HIPAA requirements.

PCI Adherence and Failure Detection

Switch on PCI adherence to redact sensitive customer information. Identify calls with potential failures in PCI compliance, actioning immediately for resolution.

Know Your Patient

Help ensure KYC is done right every time, across different patient types, risk levels, and more. Compliantly store KYC data.

Know Your People

Gain insights into your workforce and remote employees. Learn their most effective conversational tactics, when morale is affecting productivity, risky talking points, and more.

Improving Patient Experience

Surfaces indicators of complaints, escalation requests or regulator mentions, to learn more about their root causes and enact change.

Increasing Patient Self Service

Understand the root causes of failures, blockages, and satisfaction with automated workflows. Use insights to enhance self-service products, target customers/patients for digital adoption activities or feed into a wider digital transformation program.

What's under the hood?

Dubber AI Technology Overview

The Dubber Voice Intelligence Cloud combines AI, natural language processing and machine learning innovations with the world's best technologies to unlock the value of conversational data. Surface and combine insights across voice, video, text, chat and more - via any communication device or end-point across Telephony, Mobile, VoIP, Contact Centre, and comms app.

Best-of-breed AI & ML technologies from Google, AWS, and IBM are applied to conversational recordings, with the best-fit solution selected based on language processing performance. Customers can leverage the Dubber Voice Intelligence Cloud to develop business-specific AI learning regimes based on Enterprise requirements.

Average Sentiment
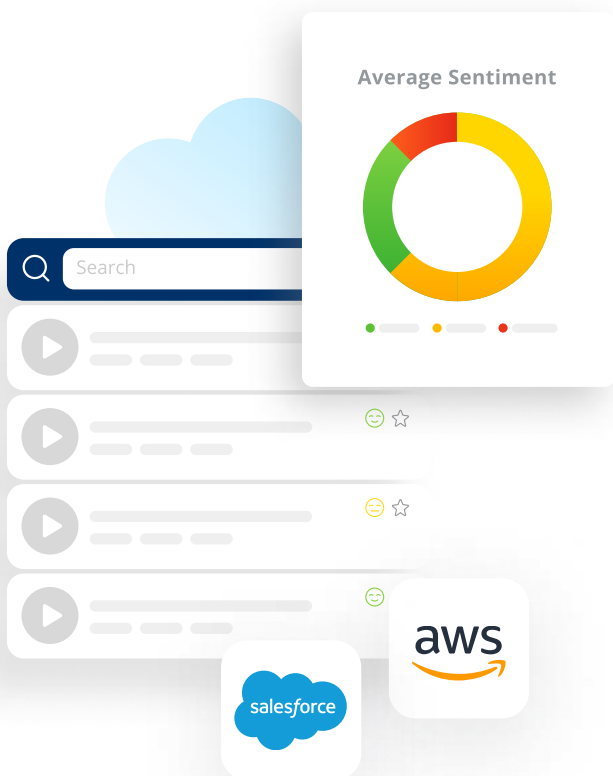
Unified Conversations with Dubber Voice Intelligence Cloud

View and analyse all conversations from a single web application, available from anywhere at any time, including on mobile. The Dubber Voice Intelligence Cloud brings together conversations across endpoints on telco networks, mobile, Cisco Webex, Zoom, Microsoft Teams and more.

AI-powered Transcription

True AI and NLP developed by Dubber brings together multi-vendor AI & ML technologies, enabling best-fit solutions to be applied to conversational recordings, optimising and customising language processing performance. Take advantage of advanced features, for instance, to automatically detect the dominant language spoken.

Natural Language Processing

Enables us to deliver deep behavioral and sentiment analytics from every conversation. Identify joy, sadness, fear, anger, confidence, tentativeness, fear and analytical tone. Line-by-line analysis with each identified speaker ensures nothing is missed.

Advanced Digital Signal Processing

Advanced digital signal processing enables us to deliver beautiful transcriptions with advanced features such as automatic speaker detection. Speaker names are automatically populated in transcriptions from nown voices across the organisation, customers, and partners.

Elastic Search - Intelligent keyword search

Dubber's search powered by Elastic Search has accelerated time to find and discover conversations and insights from any and all metadata including transcriptions and insights, from hours to seconds. Enter keywords to surface mentions across conversations, highlighting passages. Create alerts to track keyword mentions in near real time.

Notifications/alerts

Setup notifications and alerts based on Voice AI parameters trigger new rule-based workflows, such as customer anger triggering manager follow up or the mention of keywords "take this offline" triggering an internal investigation. Address incidents before they escalate, reward and praise behaviours as they happen.

Compliance Detection

Automatic detection of compliance and risks across all FSI sectors, including highlighting potential compliance breaches, uncovering potential bad actors, insider trading, etc.

Data Insights

Reveal crucial insights and effortlessly report on meaningful analytics and actionable intelligence. Report, track and monitor in near real-time on risky keywords, phrases, time to issue discovery or resolution, as well as reporting on negative risk events and predictive risk severity, powered by conversational intelligence and delivered to your preferred dashboard.

Always up-to-date API

Dubber's RESTful API enables the creation of simple and seamless custom integrations and workflows, federating data to your favourite business applications. Combine with other AI-backed data analyses for a holistic overview of business operations. Every data point we add is available via our always up-to-date API.

Notes by Dubber

Extract actions automatically from a conversation. With Notes by Dubber, AI picks up the parts of your conversations that require actions from people or tasks to be completed. Listed and ready for review, they're available instantly, extracted from real-time call transcription.
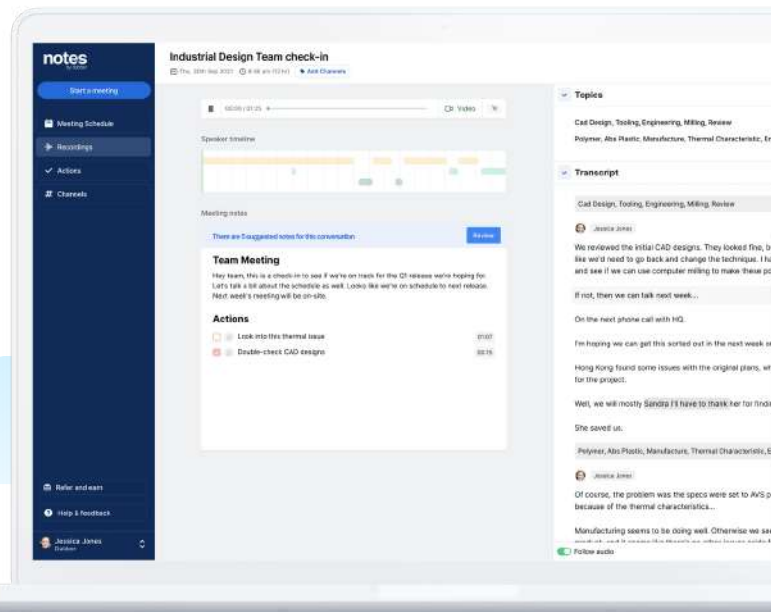
"Customers worldwide are responding to increased regulatory and compliance obligations for their businesses. Embedding tools, like Dubber call recording, as a standard service that is available to Webex users will help customers meet those requirements while enabling easy access to powerful advanced voice data services"

Lorrissa Horton,
Vice President and General Manager
of Webex Calling and Online

Future-proof Compliance with Conversational Intelligence

Mandated capture of every interaction

All communication endpoints need to be recorded for compliance purposes. Adding a different new recording capability for each new voice channel in each new market is untenable. Unified Conversational Recording eliminates this problem, capturing all conversations across all endpoints.

Data accessibility & data portability

Dubber provides centralised, secure and compliant conversational data that is searchable, portable, and always ready for reporting.

Comprehensive and proactive compliance intelligence

Ensure comprehensive compliance across all regional and global regulations. Be aware of risk and breaches as they happen instead of retrospectively. Gain complete traceability and searchability for the full 360° of business conversations.
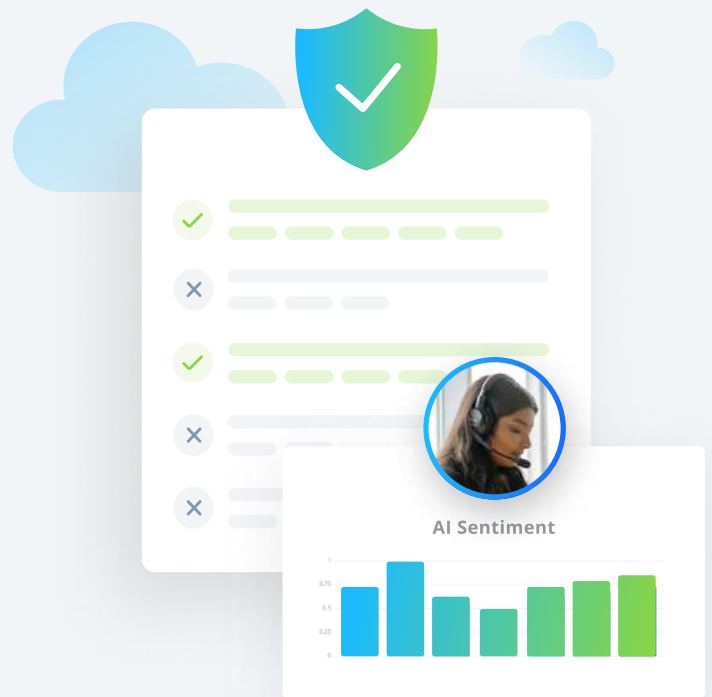
The economic equation of Dubber AI & Compliance Intelligence

The cost of non-compliance to a business in continuity disruption, revenue, and productivity loss as well as fines and settlement costs, on average, equates to 2.71X that of the cost of effective compliance management.

Contact us today for a consultation with one of our expert voice data solution specialists or visit **dubber.net** to learn more

About Dubber

Dubber is unlocking the potential of voice data from any call or conversation. Dubber is the world's most scalable Unified Conversational Recording service and Voice Intelligence Cloud adopted as core network infrastructure by global leading telecommunications carriers in North America, Europe and Asia Pacific. Dubber allows service providers to offer conversational recording from virtually any source – turning them into AI-enriched insights for compliance, revenue, customer and people intelligence. Dubber is a disruptive innovator in the multi-billion-dollar call recording industry. Its Software as a Service offering removes the need for on-premise hardware, applications or costly and limited storage.

Sources:

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