Compliance Recording for the Healthcare Industry

ASC Recording Insights for Microsoft Teams enables healthcare organizations to capture and archive all internal and external communications

We record & analyze communications

ASC

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Consulting a doctor by means of video consultation, phone or online chat: many patients appreciate the possibilities that telemedicine has to offer. Especially in times of crisis, such as the current COVID 19 pandemic with its high risks of infection, lockdown and hospitals at the brink of collapse, in-person doctor visits can be challenging. But also for patients with a compromised immune system, limited mobility or living in areas with poor access to healthcare services, remote consultation is a convenient option.

Doctors, nurses and other healthcare professionals need access to tools that enable collaborative workflows and cross-location communication to ensure quality patient care in times of crisis. Microsoft Teams is a suitable solution for the secure implementation of virtual communication via a wide variety of communication channels. Teams offers the possibility to plan, schedule and carry out virtual patient appointments and thus to collaborate efficiently regardless of the location.

Healthcare providers must meet increasingly stringent regulatory requirements (e. g. HIPAA - Health Insurance Portability and Accountability Act) and are required to maintain records and proof of acceptance even during virtual patient interactions. The native app ASC Recording Insights for compliance recording for Microsoft Teams ensures this.

About ASC Recording Insights for Microsoft Teams

ASC Recording Insights offers a comprehensive approach to efficient recording, archiving, and analysis of communication between patient, insurance company and healthcare service provider via Microsoft Teams - including internal and external calls as well as chat and video meetings.

Functionalities at a glance:

- Secure recording and archiving of the entire communication
- Tenant-specific encryption of data
- Access rights management
- Compliance functionalities to meet the specific requirements of the healthcare industry
- Recording control to start, stop, pause, delete and mute the recording
- Transcription, translation, keyword spotting, emotion detection
- Native app integrated into the Microsoft Teams user interface

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1 Telemedicine enables healthcare professionals to respond to patients at home, diagnose their condition and choose the appropriate treatment by means of telecommunications technology. This approach has seen remarkable progress over the last decade and is becoming an increasingly important part of the US healthcare system. Also in Germany, telemedicine has gradually become an accepted alternative to traditional medical consultation at the doctor's office. Since the German Medical Association has relaxed the ban on remote treatment in May 2018, remote medical consultation has become possible in individual cases and in accordance with the remaining restrictions of this fundamental decision, even when this is the first contact of doctor and patient.

Advantages for Healthcare Organizations

Seamless Multi-Channel Recording

ASC Recording Insights allows recording the entire internal and external communication in Microsoft Teams – meetings, 1-to-1 calls, chat and video. The app is fully integrated and an element of the Teams interface. Changing to recording systems outside the application thus becomes redundant.

Recording Control

Recording control allows starting and stopping recordings manually (stipulated by GDPR), pausing and resuming recordings to skip passages including personal data such as credit card information (stipulated by PCI-DSS information security standard), as well as to delete and mute recordings.

Information and Data Security and Protected Access

All data is encrypted tenant-specifically (in compliance with security standards such as HITRUST, SOC 1, SOC 2, GDPR) and saved automatically. By offering the possibility to configure access rights on tenant level, the solution ensures that only respectively authorized users may access the data. The settings can be customized according to individual requirements.

Individual Retention Period and Storage Location

The retention period of the recorded communication can be defined as required. To comply with applicable security standards, customers can specifically select the geographical region where their data is supposed to be saved in the Microsoft Azure Cloud. Azure is available in 140 countries, offering comprehensive compliance and resiliency options for customers.

Evidence

Recordings are available at any time and furnish solid proof on communication content.

Speech to Text

Convert spoken audio to text with the transcription feature. The transcribed calls can be translated to different languages and made available to customers as a text file. That way, all involved parties can get an overview of the conversation content if required. This is reflected by reduced post-processing times as manual documentation becomes redundant.

Efficient Search and Replay

Users of ASC Recording Insights can analyze recorded data within Teams by means of Microsoft's Cognitive Services. By using Natural Language Processing to automatically analyze the documents, healthcare providers can quickly access information of increased importance for them in a target-oriented way. Relevant communication content can thus be retrieved and replayed within seconds. Manual search is a thing of the past.
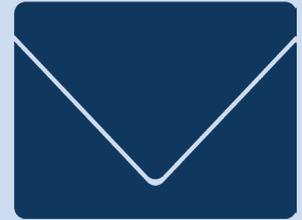
Quality Management

Recording and assessing communication enables healthcare providers to monitor and take measures to improve service quality. To do so, specific calls can be selected for training purposes. Keywords indicating quality issues can be defined and when spotted in a call the management can be informed. An immediate reaction and individualized training measures for employees can prevent repetitions in the future.

Interested in a demo or free trial? Do not hesitate to contact us here.

Here at Azure Marketplace, you find ASC Recording Insights with all its features.

Would you like to learn more about compliance recording for the healthcare industry? Contact our experts here.

About ASC

ASC is a worldwide leading software provider in the field of omni-channel recording, quality management, and analytics. Among our target groups are all companies that record their communication, especially contact centers, financial institutions, and public-safety organizations. ASC offers solutions to record, analyze, and evaluate multimedia interactions – as a service from the cloud as well as on-premise. With its headquarters in Germany and subsidiaries in the United Kingdom, France, Spain, Switzerland, Rumania, Dubai, the USA, Brazil, Mexico, Hong Kong, Japan, and Singapore as well as a global service network, ASC is one of the global players of the industry.

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