



SpinSci for 8x8 Contact Center

Enhance patient care. Simplify workflows.
Improve outcomes.

SpinSci Patient Assist, integrated natively into 8x8 Contact Center, empowers healthcare organizations to deliver high-touch, omnichannel patient engagement with real-time access to Electronic Health Records (EHR). By streamlining workflows and surfacing critical information instantly, SpinSci helps providers boost operational efficiency, reduce agent fatigue, and accelerate speed to care.

Built for healthcare.

Unlike generic communication tools, SpinSci is purpose-built for the unique needs of healthcare—seamlessly integrating with leading EHRs to provide a 360° view of the patient journey across voice, chat, and SMS channels.

- Trusted by 90+ health systems
- Over 100 million patient interactions delivered
- Fully HIPAA-compliant and security-first by design

Key benefits

- **Streamline Agent Workflows:** Automate record creation, screen-pop patient context, and log every interaction directly in the EHR.
- **Drive Speed to Care:** Surface critical data in real time so clinicians and agents can triage patients faster and more accurately.
- **Boost Patient Satisfaction:** Meet patients where they are—on any channel—with consistent, personalized service.
- **Reduce Agent Fatigue:** Eliminate redundant clicks, searches, and system toggling to let agents focus on care.
- **Increase Revenue:** Improve first-time resolution and reduce no-shows with proactive reminders and smarter routing

A smarter way to scale care.

With SpinSci and 8x8, healthcare organizations can do more than improve call handling—they can reimagine the entire patient access experience. From streamlined workflows to built-in automation, every interaction becomes faster, more efficient, and easier to manage. Whether you're running a large health system or a growing specialty clinic, SpinSci scales effortlessly to meet evolving demands—reducing IT overhead while boosting clinical and operational outcomes. And because it's integrated directly into 8x8 Contact Center, deployment is seamless, secure, and aligned to your CX strategy from day one.

Key features

- Real-time EHR integration
- Omnichannel support (voice, chat, SMS)
- Intelligent screen pop with patient context
- Automated interaction logging and record creation
- Click-to-call and Single Sign-On (SSO) support
- Prebuilt workflow templates for faster deployment
- Reporting and analytics for KPI tracking

The screenshot displays a patient dashboard for Cadence Anna Chance. It is divided into several sections:

- Source and Subject Information:** Two panels at the top. The left panel identifies the source as a 51-year-old female patient rep, and the right panel identifies the subject as a 38-year-old female patient. Both panels show contact details, DOB, MRN, and address.
- Calling Destination:** A section below the source and subject info, showing the practice name (University Medical Center Emergency) and a notice that the location is closed until Tuesday, February 9th, 2022.
- Navigation Tabs:** A row of tabs including Dashboard (selected), Appointments, Referrals, Medical History, Billing, and Medication.
- Summary Cards:** Four cards providing key metrics: Appointments (0 upcoming, 0 canceled, 13 to show), Pending Referrals (1 upcoming, 13 closed), Billing Information (16 bills, \$19413.11 patient, \$405.57 insurance), and Patient Care Team (Family Medicine, Physician, MD).
- Additional Info:** Emergency contact information for John Smith, employment information for EHS Generic Employer, and a map to find the location.

[Learn more about SpinSci for 8x8](#)