



Baylor St. Luke's Medical Center

Baylor St. Luke's Medical Center uses the Eceptionist SaaS to support **international referrals**, **second opinions**, and **econsult services** for their international services clients from around the world. For over 5 decades, international patients from more than 85 countries have sought Baylor St. Luke's for its expertise in medical care, research, and education. Baylor St. Luke's international services program provides a full range of services to their patients from language assistance, second opinions, and physician appointments to transportation, lodging, and spiritual and cultural support.



International patient representatives are available 24 hours a day, seven days a week, 365 days a year to assist international patients with clinical and non-clinical needs.

Baylor St. Luke's leverages Eceptionist services to manage and coordinate all aspects of its international service offering.

Eceptionist eConsultCX

Deliver improved provider and patient access to knowledge and services, reduce the need for in-person appointments, and deliver your entire healthcare process more efficiently with Eceptionist eConsultCX. Reduce unnecessary service requests and referrals while helping educate providers and patients.

Eceptionist ReferralCX

Transitions of care will be seamless and efficient with Eceptionist ReferralCX. A powerful workflow engine with the ability to insert clinical guidelines and intelligence into the referral process to ensure referrals are prioritized correctly and routed to the appropriate specialty with the right information.

ECEPTIONIST SERVICE USED

eConsultCX
eceptionist®

ReferralCX
eceptionist®

To get a free demo of these services or more information on eConsultCX and ReferralCX please visit eceptionist.com/services