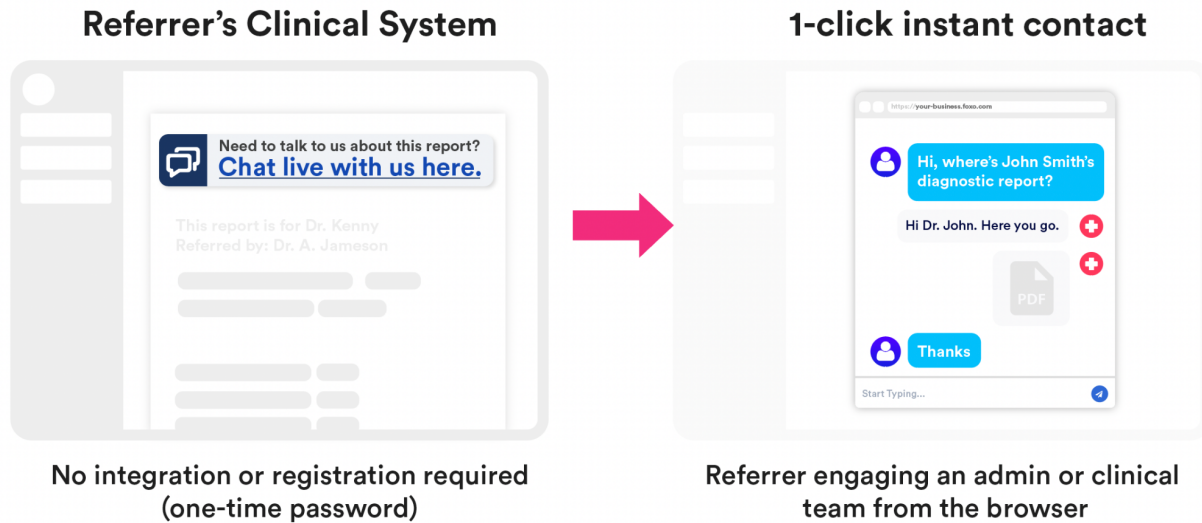# Foxo Launches Guest Chat,
Connecting Healthcare with One Click

BRISBANE, AUSTRALIA, 23 March 2022 – Foxo, the leading real-time clinical workflow and communication platform, has today launched its Guest Chat feature, a frictionless mechanism for healthcare organisations to streamline inbound communication with their referrers and extended clinical networks.

Breaking down the barriers to fast, secure, and simple communication across healthcare ecosystems is Foxo's aim as the health tech company continues to deploy new solutions to address the legacy issues that persist in public and private healthcare businesses.

Guest Chat forms a one-click secure communication gateway between any Foxo enabled business and their extended network (e.g. referrers), enabling a live instance for clinical or clerical teams and referrers to engage, request reports, scans, results, or share knowledge. Launched from any medium that can carry a URL such as a patient referral, report, results, or discharge summary, a Guest can connect seamlessly with the initiating healthcare business, in seconds.

A recent internal survey conducted by Foxo found diagnostic imaging businesses face a missed call rate of up to 15%, resulting in substantial missed revenue. Without integration hassles and with minimal effort, Foxo Guest Chat was built to enable enterprises to turn on a multi-channel call centre with a higher level of service delivery, improving the referrer experience, decreasing dropped call rates, and reducing the burden on their call centre staff.

Referrer's Clinical System

Need to talk to us about this report?
Chat live with us here.

This report is for Dr. Kenny
Referred by: Dr. A. Jameson

No integration or registration required
(one-time password)

1-click instant contact

https://your-business.foxo.com

Hi, where's John Smith's diagnostic report?

Hi Dr. John. Here you go.

PDF

Thanks

Start Typing...

Referrer engaging an admin or clinical
team from the browser

"Foxo is a network that transverses the silos that inevitably exist across healthcare businesses, cross-functional teams, and their extended network of referrers and service providers. When your business and clinical ecosystems are diverse and distributed – as is with many primary care providers – having a frictionless process for requesting or sharing information, regardless of the systems they're using, is incredibly beneficial," said Luke Fletcher, Co-Founder and CEO, Foxo.

"Guest Chat was purpose-built to connect those ecosystems and, in doing so, enables enterprises to improve service delivery for their referrers. And the best part is? All you need is a private URL or QR code to get connected," said Fletcher.

With a footprint of more than 120 Foxo enabled locations across Australia and New Zealand, the platform continues to roll out core features delivering clinical efficiencies, time, and cost savings for fast-paced healthcare organisations.

For more information about Foxo's Guest Chat, visit foxo.com/guest-chat

About Foxo Technology
Foxo Technology is an Australian health tech company changing the way healthcare teams connect and organisations do business. The Company's cloud-based enterprise platform can be deployed across any healthcare organisation (private or public) in minutes. Integrations into leading healthcare systems can be configured to enable seamless information transfer beyond siloed systems. Foxo is a proud fundraising partner with Médecins Sans Frontières (Doctors Without Borders).

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