



Communiqué de presse

## **Basque health service Osakidetza chooses Prosodie to develop and implement the pilot telephone appointment scheduling service for its patients**

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**3 May 2010, Madrid:**

In the near future, residents assigned to three health centres in Bilbao will be the first to evaluate the technological transformation that Osakidetza is launching in the Basque Country with the assistance of PROSODIE.

The 50,000 assigned individuals will participate in a trial run of the multichannel platform, which will have a substantial impact on the patient-doctor relationship, and will benefit from the advantages and convenience it brings to the telephone appointment scheduling process. Once this trial period has been successfully completed, Osakidetza plans to deploy the system at the 19 health centres in the Bilbao province starting in October, and then to the rest of the Basque region over the course of 2011.

PROSODIE is delivering a platform which, thanks to a voice recognition system in Euskera and Spanish, automatically schedules telephone appointments and then confirms them by text message to mobile phones.

In a bid to improve customer service and eliminate saturation and waiting lists, PROSODIE has designed conversation flows based on an analysis of interaction with the patient as they schedule their medical appointments, with such added benefits as the ability to automatically detect the patient's language preference, enable phone appointment scheduling, and have the confirmation of these appointments sent by SMS.

The PROSODIE IVR (Interactive Voice Response) server ensures that calls requiring specific personal attention reach call centre agents with all of the information needed to process the call.

PROSODIE has extensive experience in the health field and has set up various platforms, each with specific characteristics, for well-known clinics and insurance companies specialized in health.

### **About PROSODIE**

*As a service operator offering IT and telecoms expertise, Prosodie designs and hosts multi-channel online services for remote access to information and interactive data exchanges. With many major companies benefiting from Prosodie's services, the company works in the fields of multi-channel customer relations, facilities management for critical and sensitive systems and applications, IP telephony and prepayment systems and other services for telecoms operators. With offices in France, Spain and Belgium, the group achieved consolidated revenues in 2009 of €166.2 million, with an operating profit of €24.1 million, and had 863 employees at 31 December 2009. In October 2009, PROSODIE maintained its AFAQ ISO 9001 v2000 certification to cover all of its activities throughout France.*

[www.prosodie.com](http://www.prosodie.com)

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