

Data Sheet

## GoTo Connect for Healthcare Integrations



Seamlessly integrate with leading EHR, PM systems and healthcare workforce platforms to improve efficiency and enhance the patient experience. Link every interaction to the right patient record, streamline appointment reminders, and access unified reporting with clinical insights for better decision-making.

### The Difference Healthcare Integrations Make



#### Reduce Admin Burden

Automatic call logging, voicemail transcripts, and appointment reminders eliminate manual work, so staff can focus on patient care instead.



#### Improved Patient Experience

Faster appointment booking, accurate information, and seamless transitions across every touchpoint makes patients feel prioritized.



#### Maintain Security and Compliance

Supports HIPAA compliance requirements with encrypted data transfer, audit trails, and Business Associate Agreements.

### Integrated with Leading EHR, PM Systems and Healthcare Workforce Platforms



## Features Designed to Transform How Care Teams Work



### AI Call Logging

Automatically captures conversations with intelligent summaries, sentiment scoring, and topic extraction. Leadership gains visibility into communication patterns while staff eliminate repetitive documentation.



### Contact Sync

Keeps patient information current between GoTo Connect and your EHR automatically. When details change in one system, they update everywhere. Staff more easily reach patients with accurate contact information.



### Screen Pop

Opens the correct patient record the instant a call connects. Staff see the full patient context before saying hello, enabling faster and more informed conversations.



### Click-to-Call

Allows clinical staff to initiate outbound calls directly from the EHR with one click. Care teams maintain context and productivity during patient outreach.



### Voicemail Transcripts

Converts voice messages to text and attaches them directly to patient records. Staff can review messages faster, prioritize callbacks more effectively, and maintain communication history.



### Inbox History

Logs resolved digital conversations from the unified inbox to the corresponding patient record. Support interactions, billing questions, and general inquiries become part of the record.



### Messaging History

Posts SMS conversations between patients and staff automatically to the EHR. Care coordinators see the full text exchange within the patient chart, improving continuity.



### Text Reminders

Sends automated appointment reminders based on the schedule. Patients can confirm, cancel, or request changes via text, reducing no-shows and protecting revenue.

# The Integrations Healthcare Needs

See the current feature comparison across all supported Healthcare integrations. New integration partners and expanded capabilities will continue to be added to meet care team needs and patient expectations.

	Athenahealth	eClinical	Epic	Nexus by LaborEdge	ModMed	Oracle Health	Salesforce Health Cloud
AI Call Logging	✓	✓	✓	✓	✓		✓
Click-to-Call	✓	✓	✓	✓	✓	✓	✓
Screen Pop	✓		✓	✓	✓		✓
Contact Sync	✓	✓	✓	✓	✓		✓
Voicemail Transcript				✓			✓
Text Reminder	✓	✓			✓	✓	✓
Message History				✓			

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