



e-IVR™



# Appointment Reminder

**Missed appointments mean missed revenue.** Appointments might easily be forgotten, but a physician's payroll and overhead can't be. It's estimated that physician's experience an average of 20% "no shows" from their scheduled appointments, resulting in a significant loss of revenue.

The e-IVR™ Appointment Reminder is an automated notification application, designed to deliver appointment information by phone, email, or fax. This virtually labor-free, cost effective application will "jog the memory" of patients who might have forgotten a scheduled appointment, giving them the option to confirm or reschedule. In addition, this flexible application can be used to deliver pre-test/procedure or pre-surgical instructions, special directives, or practically any type of message desired. Scripts can be customized for virtually any purpose.

Administration of the scripted messages and delivery scheduling is Web based, allowing quick and simple in-house operations. Broadcast messages for multiple doctors and multiple locations from a remotely accessible (but secure) central server. Address a multilingual clientele (the system accommodates both English and Spanish, with other languages available).

The out-call option places the call and delivers a recorded message, interspersed with the appropriate specifics (drawn from .csv files or an ODBC database). The patient may confirm or reschedule (by transferring to someone in scheduling). Transfers can be routed to the proper location in multi-location scenarios. "No Contact" calls (busy or ring-no-answer) can be recalled (the number of tries and timing of intervals is configurable). The date, time, and status of the call are logged for reporting purposes. Reports can be generated by doctor, by location.

## Phone Notification

- Web based administration (scripting and scheduling) is quick and easy
- Build scripts/messages and test before launching
- Use self-recorded (or professionally done) voice and/or text-to-speech to compose desired messages to be populated with accessed specific data
- The system can be scheduled to out-dial patients during, or after, office hours
- A patient may transfer to staff for re-scheduling or possibly select from a menu of other configured e-IVR applications (a Form Filler, Data Locator, Audio Bulletin Board, etc.)
- Real time call status/progress is available, along with complete reporting capabilities
- 1 to 192 calls can be made simultaneously (dependant on equipment and configuration)

## E-mail Notification

- Deliver formatted reminder email messages to a patient
- Emails may contain attachments, such as forms or staff contact information
- "Reply Address" captures failed email attempts for un-delivered message status

## Fax Notification

- Delivers formatted reminder fax documents to a patient
- Fax monitor logs the following: Pending, Sending, Sent and Failed

## Features / Benefits

- Reduces “no-shows” and reclaims lost revenue
- Automated, virtually labor-free and cost effective operation
- Simple Web based administration (scripting and scheduling)
- Messages can be customized for practically any purpose (pre-test or pre-surgery instructions, etc.)
- Uses recorded voice or text-to-speech for phrases
- Appointment reminders (or other messages) are broadcast by phone, email or fax
- Deliver messages during or after office hours
- Patients can transfer to staff or other e-IVR™ applications (a Form Filler, Data Locator, Audio Bulletin Board, etc.)
- Import patient information by .csv files or ODBC database
- No Answer and Busy attempts are retried (configurable)
- Broadcast messages for multiple doctors at multiple locations
- Remote administration to secure central server
- English and Spanish provided, other languages available
- Quick return on investment
- Low overhead, high performance

### Sample Appointment Notification

"This is Regional Medical Group calling to remind \*\*\* **[John Jones]** of an appointment with \*\*\* **[Dr. Martha Moore]** at \*\*\* **[3:30 PM on Wednesday, March 26<sup>th</sup>]** at the \*\*\* **[Ward Parkway Offices]**. To confirm this appointment, please press 1. To reschedule this appointment, please press 2. To hear this information again, please press 3."

\*\*\* [ ] pulled and spoken from .csv files or an ODBC database

### Sample Pre-Surgery Notification

This is Regional Medical Group calling to remind \*\*\* **[John Jones]** of a surgical appointment at the \*\*\* **[Ward Parkway Offices]** located at \*\*\* **[121 Ward Parkway]** on \*\*\* **[June 12<sup>th</sup>]**. You should arrive no later than \*\*\* **[7:00 AM]**. Doctor \*\*\* **[Moore]** would like you to follow these directions prior to your appointment:

\*\*\* **[no solid food 12 hours prior]**  
\*\*\* **[no liquids other than water 12 hours prior]**

\*\*\* **[do take your regular medications]**  
\*\*\* **[you will need someone to drive you home]**

Please be prompt. Thank you.

\*\*\* [ ] pulled and spoken from .csv files or an ODBC database



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