

Clinical Automation Solutions



Over 20% of physician's appointments are missed without appointment confirmation. With an effective appointment confirmation system in place, that rate drops to 5%.

Source: The Medical Group Management Association (MGMA)

With IMS InTouch automatic reminder system, you can improve customer satisfaction, save staff time, reduce no-shows and increase practice revenue. This inexpensive solution more than pays for itself. It makes it easy for you to:

- Confirm appointments automatically
- Deliver personalized messages to any phone
- Allow recipients to confirm, reschedule, leave a personal message or even be transferred to your office simply by pressing a number on their phone keypad.

Additionally, the Appointment Reminder System helps you manage health maintenance call reminders — a critical component for Meaningful Use attestation.

Examine the numbers...

ROI Examples			
Est. Daily No-shows	3	10	30
Revenue Per Patient	\$75	\$75	\$75
Revenue Lost Per Day	\$225	\$750	\$2,250
Revenue Lost / Annually	\$59,400	\$198,000	\$594,000
Est. Revenue Increase (based on 50% reduction)	\$29,700	\$99,000	\$297,000

The Solution:

Saves time and money by allowing staff to focus on core tasks

Free-up staff from manually calling patients.

Increases revenues by decreasing "no-shows"

Timely scheduled reminders make it easier to reach patients rather than their voice mails. Call, email or send SMS text messages for reminders based on patient preferences.

Lets you contact patients at a time that is convenient to them and to your practice

Customize calling scripts based on individual practice/provider preferences. Calls can be made automatically at your desired day and time.

Provides detailed daily reporting that synchronizes with your scheduler

Appointments can be confirmed/canceled or even rescheduled without live staff interaction.

Improves the continuity & consistency of care

Remind patients of regularly scheduled visits and tests related to Health Maintenance follow-ups.

Communicate:

- ✓ Appointment Reminders
- ✓ Health Maintenance reminders
- ✓ Broadcast messages
- ✓ Collection calls
- ✓ Lab & test results
- ✓ Notification Calls for annual patient recalls, invitations, and surveys

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