



# AUTOMATED PATIENT REMINDERS

Healthcare Messaging for the 21st Century

Connecting Patients and Providers Conveniently, Safely, and Securely.

## Communicate Efficiently

Send personalized simple or broadcast messages to your patients via communication methods that work best for them.

- Phone calls
- SMS text messages\*
- HIPAA-compliant emails

Send independent or family patient reminders.

Ensure delivery of message alert reminders including alternate numbers.

## Improve Office Efficiency

Regain valuable office resources by automating important patient communications.

- Easily report appointment confirmations with two-way communication
- Decrease staff time on outbound reminder calls
- Announce inclement weather updates with ease
- Automate communication to patients when their appointments need to be rescheduled or they do not show up for an appointment

## Increase Practice Revenue

Decrease patient no-shows by reminding patients of annual exams and treatments. Automate outreach to patients with active recall plans, saving time, and money that would have been spent mailing letters.

Past due accounts can creep up on practices and patients. Automated patient messaging helps remind patients of overdue balances. Watch as your Accounts Receivable improve with friendly reminders and timely payments.

## Enhance Patient Engagement

Connect with patients through meaningful communication with Automated Patient Reminders.

- Instructions for pre/post visits
- Preventative screenings and immunizations\*\*
- Congratulatory/anniversary announcements
- Special office/provider announcements

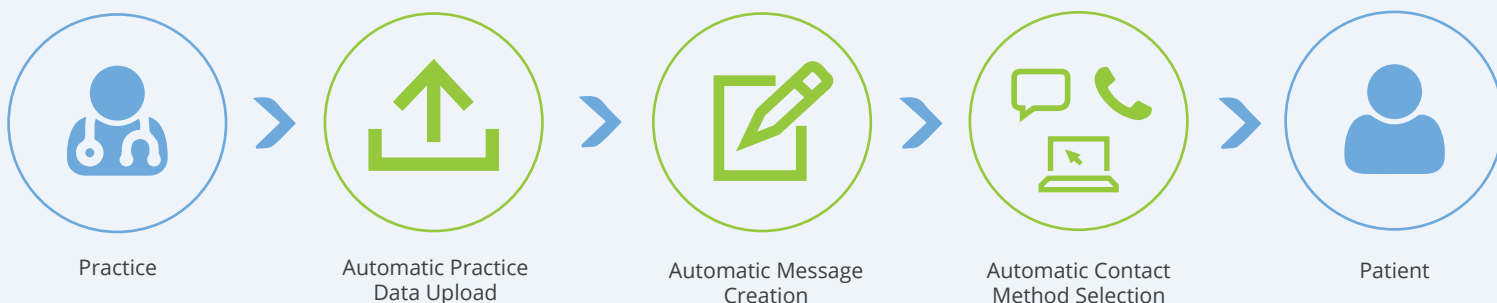
Caller ID displays your reply number so patients know the calls are from you.

Call transfer features enable the patient to speak directly to a staff member for further assistance.

\* Wireless service provider message rates may apply.

\*\* Requires NextGen® Population Health Integration.

## Automated Patient Reminders At Work



## An Inside Look: Creating An Outbound Message

Automated Patient Reminders “translates” report elements from a daily appointment schedule to create custom messages. Each unique field is matched to the message phrases for patient.

- 1 Practice address, name, and phone number are translated into voice/written format
- 2 Provider code “2” is translated into “with Dr. Williamson”
- 3 “1-May” is translated into “Friday, May 1”
- 4 Appointment type “Surgery” is translated into the instructions, “Please do not eat for 6 hours prior to check-in”

Watson Healthcare - Daily Appointment Detail							
1013 Main Street							
Springfield, USA 90086 - (555) 555-1212							
Last	First	Time	Date	Provider	Room	Type	Code
Jones	Gary	0130p	1-May	2	125	Surgery	9727
Marn	Rose	0900a	1-May	1	100	Follow-up	8923

“This is Watson Healthcare calling to confirm your appointment with Dr. Williamson at our Main Street office at 1:30 PM on Friday, May 1. Please do not eat for 6 hours prior to check-in. If you have any questions please call our office at 555-1212. Thank you and have a nice day”

## Real People. Real Results.

“We have noticed an increase in patient satisfaction since implementing Automated Patient Reminders. Our patients like receiving the automated reminder about an upcoming appointment and our no-show rates have dropped dramatically. TSI Healthcare was with us through every step of the installation process.”

- Gina Eastin, Yuma District Hospital & Clinics

“Implementing Automated Patient Reminders was easy and seamless. Automating the process has reduced our amount of no-shows in clinic and reduced the amount of time our staff spent calling patients.”

- Robert Collins, Boston Laser Eye Institute, P.C.

## Texting Is An Essential Tool For Reaching Patients

# 95%

of Americans own a cell phone

# 95%

of cell phone owners utilize text messaging

# 95%

of text messages are read within 5 mins\*

Call 800-354-4205

Email [info@tsihealthcare.com](mailto:info@tsihealthcare.com)

Visit [tsihealthcare.com/automatedpatientreminders](http://tsihealthcare.com/automatedpatientreminders)

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