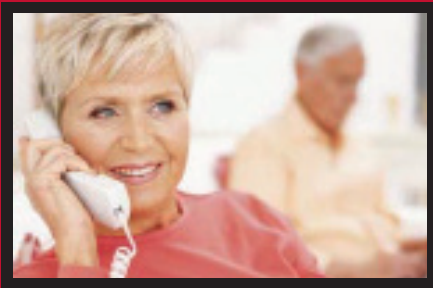


Automated Reminder Service



Automated Reminder Service improving
Scheduling, Staff Utilization and Patient
Satisfaction ... plus Your Bottom Line!
Reduce no-shows and improve productivity!

Advantages

- ◆ Full range of services: appointment reminder calls, recalls, physician appointment cancellations, no-show and collection calls
- ◆ Seamless integration with your software
- ◆ Flexible messaging
- ◆ Superior customer service
- ◆ Multiple delivery methods: phone, e-mail and SMS.
- ◆ Immediate patient feedback via touchtone keypad
- ◆ View real-time reports online, via fax or e-mail
- ◆ Multilingual messages
- ◆ Do-not-call listing

An automated reminder service will improve your scheduling. Your patients will receive the appointment reminders they need (in an all-human voice) and timely information on cancellations can even allow you to fill available appointment times. Automated appointment reminders can reduce your operating costs, free up phone lines and eliminate the need for your staff to make calls.

Superior technology ensures that you and your patients receive the highest level of service. A fully digital network provides exceptional accuracy in delivering your messages and eliminates the pause that accompanies most automated messages. This advanced digital technology determines if a phone is answered by a machine and actually waits for the beep so that your full message is delivered.



Information for scheduling reminder calls is collected automatically using a data extraction program installed by technical staff. There is no need to purchase or maintain additional software or equipment. Once data is collected, it is encrypted and transmitted to a call center, where it is placed in a calling queue for calls to be made at a time you specify. All calls are recorded for quality control and you can hear your recordings on request. ◆

www.vowhs.com

Contact us for more information on this product as well as our variety of solutions that integrate with the Centricity™ Solution.

2000 Cliff Mine Road, Park West Two, Suite 510, Pittsburgh, PA 15275. Ph: 412-424-2260/1-888-950-0688, option 3. Email: info@vowhs.com