

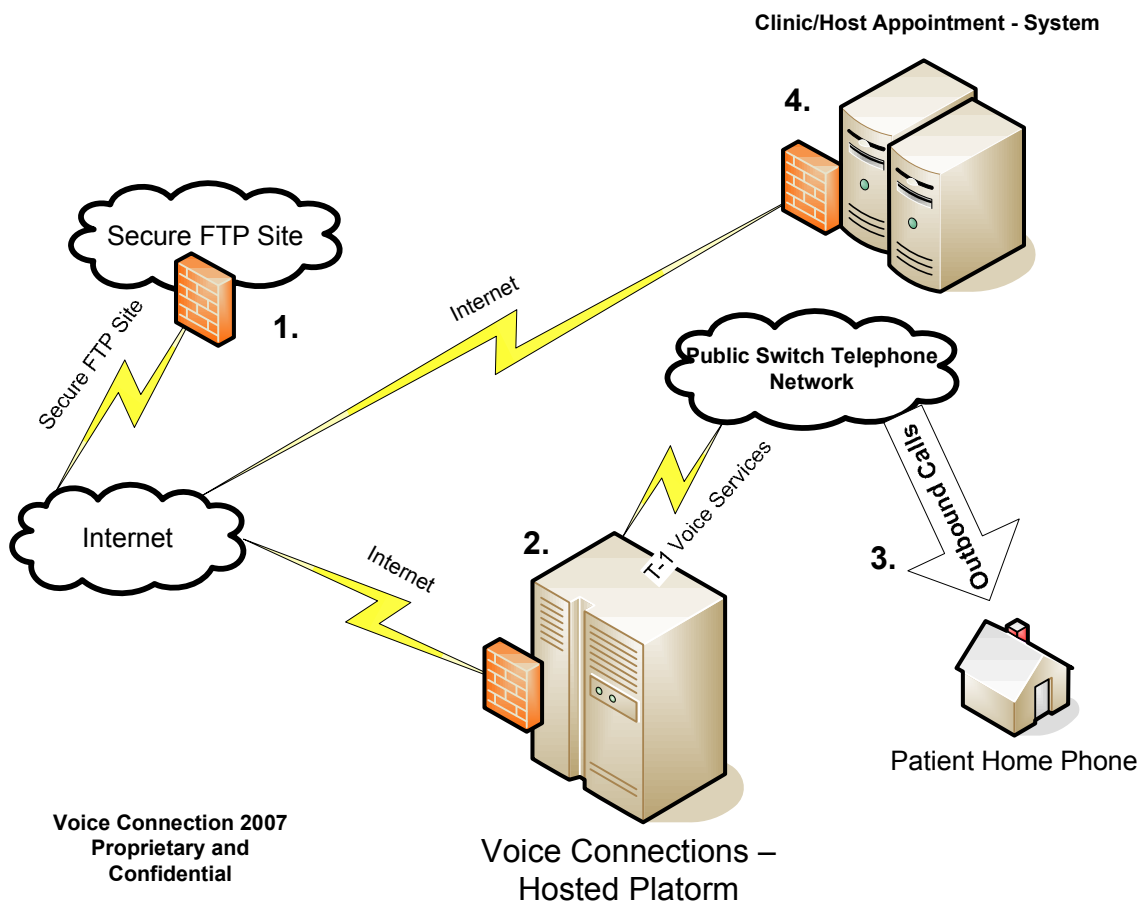
## Appointment Master for the Healthcare Industry

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Managing clinic appointments is one of the most important aspects of servicing your patients. For the larger, multi-site practices, this process uses staff to make numerous calls to the patient's home number, only to leave a message on an answering machine.

Cost studies have found that manual phone appointment confirmation involves numerous man-hours, contention for clinic lines and reduced operational efficiencies, making this process an expensive necessity in facilitating clear communications with patients.

In collaboration with clinics and healthcare professionals, we have designed an external, managed service called Appointment Master in an effort to reduce clinic operational costs, mitigate no-shows and to provide your staff, and patients a confirmation service that is flexible, accurate and cost effective.



## **Process Description**

1. Voice Connection's external hosted system works with either clinic-provided or securely extracted HIPPA compliant files containing the appointment time, the patients' first name and phone number of record.
2. Voice Connection's system makes appointment reminder calls on the schedule provided by you.
3. If the reminder call is answered by voicemail, the system leaves a message confirming the appointment. The office contact information is provided in case the patient needs to reschedule the appointment or has any questions.
4. When the patient answers the reminder call the system uses an alternative greeting asking the patient to accept the appointment or to be transferred to the office to reschedule.

For example, "Please press 1 to accept your 10:30 appointment, or please press 2 to reschedule your appointment."

5. Your office will receive a detailed daily report outlining the results of the calls for each day.

## **Advantages**

- Voice Connection's system resides off premises in a hosting center. If there is a failure or emergency at the clinic **Appointment Master** will still make calls independent of the clinic's operational status.
- Clinics can evaluate reducing their number of phone lines, modifying personnel assignments and can consider relevant optimization in monthly costs. In addition, our service improves the bottom line and provides redundancy, as the calls are made outside of the clinics' telecommunication facilities.
- **Appointment Master** also helps to retain existing patients by reminding patients to schedule preventive maintenance appointments.

## **Background**

Since 1986, **Voice Connection, Inc.** continues its leadership role in providing communication services, assisting our customers with powerful IVR (Interactive Voice Response) applications to reduce costs and effectively communicate with their patients. Our experienced engineering staff has also assisted many of our customers with additional customization to more specifically meet their requirements.

**Contact: Voice Connections, Inc. – Clackamas OR – 503-222-7211 or 800-795-3299**