MediCall

Interactive Voice Response

Increase office efficiency and decrease "No-Shows".

Create multiple scripts
to meet your needs

Customized Automated messages for:

- Appointment reminders
- Recalls
- Vaccine notification
- Specialized appointment types
- Lab results notification
- Community outreach programs
  and more

MediCall provides real voice recorded messages customized to fit your practice needs. MediCall is interactive and personalized too!

MediCall:

☞ Promotes Office Efficiency
☞ Reduces staff time on the phone
☞ Decreases **"NO-SHOWS"**
☞ Increases practice ROI
☞ Improves patient service
☞ Customized messaging
☞ Affordable

All I have to say is WOW! What a difference this application has made to our practice! Our no show rate is substantially less. We elect to schedule a reminder call 48 hours before the patient's appointment. The early reminder allows our patients to give us more notice if they need to change their appointment day thus allowing us to fill

that slot with another patient...

Diana Hansen, Administrator

NEUROLOGICAL SURGERY

How MEDICALL interfaces with MediTab IMS

MediCall, interfaces with the MediTab IMS scheduler, automating the process of file transfer to and from our secure server. This process allows your staff to view the *Call Results* within the patient scheduler, making the process more efficient.

IMS Patient Indicator

Call Results are automatically uploaded back into IMS displaying
an **asterisk** next to the patient's name indicating they were called.

Easy as 1..2..3..

1. A TelTech Systems technician remotes into your computer system to setup the automated file transfer in about 45 minutes.

2. Your customized messaged is voice recorded to your specifications

3. Patient's begin receiving calls that night

The following slides display how the *Call Result* are displayed within *IMS scheduler.*

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....Technology Solutions with Integrity

Positively
Different

Call Results Indicators

CONFIRM - **YES** Indicates patient pressed indicating key.

NO Indicates patient did not press key or message was left on answering machine.

IVR - If a patient **DOES NOT** want to receive a call choose **NO** in the drop down menu. Otherwise default will be set to YES.

STATUS - Indicates type of connection.

See next slide for explanation.

Status Indicators

Not Called: N/A

Called: Indicates reminder call was made.

Failed: Incomplete call indicating possible problem with phone number. Verify patient phone number.

No Response: Patient received call but did not press confirmation key.

Pos Ans: Message was left on answering machine.
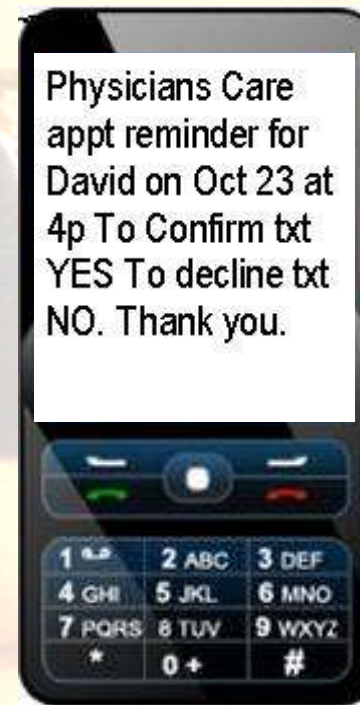
Call Results: Voice Connection

Voice Connection indicates the Patient's answer the actual call and press the (1) key to confirm appointment, which is indicated here.

To assist patients in following through we recommend the staff re-enforce the importance of confirming their appointments.

TEXT MESSAGING

Texting reminders
are instantaneous.

*Maximum of 140 characters
per text message.*

Physicians Care
appt reminder for
David on Oct 23 at
4p To Confirm txt
YES To decline txt
NO. Thank you.

Disclaimer: Teltech Systems is not responsible for additional fees charged by plan providers

Synergy-HealthcareSolutions.com | 336.961.6870

Support@Synergy-HealthcareSolutions.com

EMAIL MESSAGING

Patients can easily click a button to confirm or cancel an appointment

They can also get directions by clicking on the Map & Directions link.

David H Frankel, MD, FAAD

263 Seventh Avenue
Suite 5F,
Brooklyn, NY 11215
Tel: 718-369-3559

Hi David Frankel.
Don't forget your appointment with Dr Frankel tomorrow August 29 at 02:30PM.

Confirm Appointment

Please notify us right away if you are unable to keep this appointment or press Cancel button.

Cancel

We look forward to seeing you!

Best regards,
Dr. Frankel

263 Seventh Avenue Suite 5F, Brooklyn, NY, 11215,
Phone : 718-369-3559

Map & Directions

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REPORTING
for Text & Email

Delivery notification is displayed using a color change as an indicator

Reports are accessible from the TelTech Systems Website only at this time.

SUMMARY

MediCall Features:

Real voice recorded messages

Customized messages

Practice office phone number is displayed in Caller ID

Instructions based on appointment types

Multiple attempts to reach patient for all non-connected calls

Call Results displayed within IMS scheduler

MediCall Service:

      NO setup fees

      NO hardware

      NO contract to sign

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We look forward to serving your practice.

Thank you!

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