



Dynamic Notifications for Healthcare

Dynamic Notifications, allow you to send outbound voice, SMS, or email notifications — providing extreme versatility with seamless functionality. Contact your customers using their preferred method of communication – or choose the most appropriate one. Whether you use it for revenue generation, operational efficiency, scheduling, customer care, surveys, or something else entirely, the possibilities are endless!

SHORT MESSAGE SERVICE (SMS) USE CASES

Increasingly people prefer to use text-based communications when interacting with organizations, but they still expect to receive the same level of service as callers. Organizations that are looking for a cost-effective and efficient way to communicate with a new generation of customers can now harness the power of SMS technology within their contact centers.

USEFUL BEYOND JUST SCHEDULING

Dynamic Notifications has been available in various flavors for a while now. One of its most popular applications has been in the Scheduling space for Healthcare. Dynamic Notifications allows for this well-known use case to be fully leveraged, in addition to many others, making this one of the most versatile and in-demand features available today.

PATIENT USE CASES

Appointment reminders/confirmations

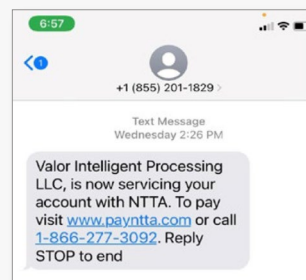
- Reduce patient appointment no-shows and increase prescription refill rate with timely reminders
- Setup for responses to re-schedule or cancel appointments with live agent
- Let patients confirm appointments and other medicalevents with the touch of a button or connect them to a live agent to reschedule or cancel
- Protect your revenue and improve patient health with fewer broken appointments and free up appointment slots for patients



**DID YOU KNOW?
PATIENT NO-SHOWS
COST THE U.S.
HEALTHCARE
SYSTEM
MORE THAN \$150
BILLION A YEAR.**

Collections/bill payment/payment reminders

- Reduce payment collection timeframe with regular reminders to patients of outstanding bills
- Drive patients to the websites or payment portals for processing
- Let customers respond to notifications and speak with a representative about billing questions



**DID YOU KNOW?
NEARLY HALF OF
ALL PATIENTS
PAID THEIR BILL
VIA AN ONLINE
PORTAL OR OVER
THE PHONE.**

PATIENT FEEDBACK

- Deliver continuous care by sending patient surveys from intake through discharge to proactively monitor quality of care
- Understand your patient population by directing them to surveys about their health behaviors
- Capture medical adherence for prescriptions by asking patients to report whether they are taking their medication

PREVENTATIVE CARE

- Use vaccine schedules to remind patients or parents to schedule an appointment
- Send follow-up appointment reminders to patients

Did You Know? 70% of patients value a medical provider that uses text notifications or emails concerning preventative or follow-up care.

QUESTIONS? CONTACT US TODAY!

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