Automated Patient Reminder Module

*Appointment Reminder System
For the Health Care Industry*

Every missed appointment by a patient costs you time, money, and efficiency. Until now, your choices have been to live with missed appointments, dedicate staff to making reminder calls, or to invest in an expensive dedicated Interactive Voice Response system to make the calls automatically. Now you have a better choice—introducing the Automated Patient Reminder System on DV2000 from DuVoice.

Patient Reminder Module is an option on DV2000 - the cost effective unified messaging system for the health care industry. DV2000 combines voice mail, fax, and e-mail in an easy to use, easy to integrate messaging solution. Now, the Patient Reminder Module incorporates integration with your appointment database to remind your patients of upcoming appointments.

Automatically Contact Patients with DV2000. The system refers to the information contained in your existing appointment database and automatically calls those patients who have an upcoming appointment. When patient answers, the system greets him or her and reminds him or her of time and date of the appointment.

An option to Reschedule
After the reminder message is played the patient is given the option to press a button if he or she is unable to attend the appointment. At this point, the system will prompt the patient to record a message which will be placed in the "re-schedule mailbox", so staff can contact the patient and re-schedule the appointment.

Report Status The system generates two daily reports. The first details successful call attempts, listing the time that each call was placed and weather the recipient recorded a message in the re-schedule mailbox. The second report shows the time, date and number called for patients that were not successfully contacted.

Flexibility you need is available in the Patient Reminder System. You can program the beginning and ending hour for calls. You can set the number of re-tries and the re-try interval for calls to busy numbers and you can specify a different number of re-tries and interval for calls to unanswered numbers. You can record the message that recipients hear and determine the number of times that recording is

Contact your Authorized DuVoice Dealer for more details on how your can incorporate this technology in your organization, or visit DuVoice at our web site for more details and contact information.