

# CallAssure<sup>TM</sup>

## Automated Interaction with Patients and Staff

Vocantas has been providing multi-modal communication solutions, using text, phone, and email, to various organizations, including healthcare for 15+ years. Vocantas solutions help organizations with complex scheduling environments and processes to improve outreach and engagement while reducing operating costs. CallAssure<sup>TM</sup> has become Vocantas' most flexible system, constantly growing more intelligent and more robust to address new innovation requirements.

The CallAssure product line includes:

### Automated Shift Callout

Fill open shifts efficiently by contacting employees by text, phone, and email, eliminating the need for manual calls

### Automated Shift Fill

A *lighter* version of Automated Shift Callout whereby employees are contacted regarding open shifts by text only

### Absence Reporting

Allows employees to call in or text an absence or lateness

### Automated Staff Alert

Informs staff to stay away from a facility (i.e., due to inclement weather) or recall staff to a facility

### Appointment Reminders

Calls patients to remind them of their appointments and provide pre-appointment compliance reminders, reducing no-show rate appointments



Schedulers that used to fill  
10 to 12 vacant shifts in a day  
***now fill 70 to 90 shifts in a day.***

### Post Discharge Follow Up

Calls patients after they have been discharged from hospital. Patients are given reminders on post discharge care, typically the same instructions they were given upon leaving the hospital. Patients can be surveyed to ensure compliance, reducing adverse patient events and improving patient safety

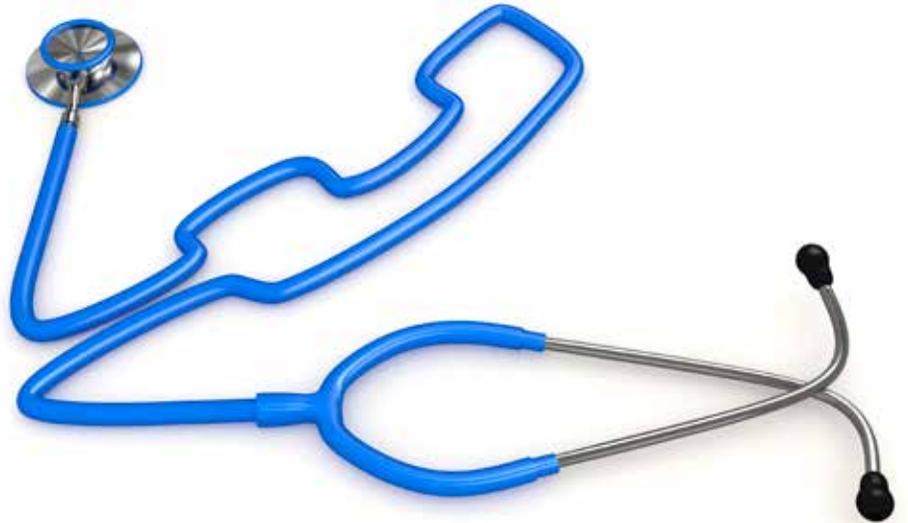
*18,000 relief shifts  
filled in one month -  
an increase of 200%*

- ONE HAPPY VOCANTAS  
CUSTOMER

“Previously,  
information about  
symptoms and  
side effects was  
not collected in  
a standard and  
thorough manner.  
Now we are able to  
test a method that  
closes that follow-up  
loop and provides  
real-time reporting  
for review and  
analysis.”

JENNIFER HAAS, MD, MSPH  
BRIGHAM AND WOMEN'S  
HOSPITAL, AN AFFILIATE  
OF HARVARD UNIVERSITY

Experience  
CallAssure  
1.855.271.2101



You can rest assured that Vocantas takes privacy and security seriously and we collect only the information we require to deliver the services you have contracted us to deliver. CallAssure dynamically pulls information from your existing electronic medical/health records and requires no manual intervention. CallAssure automatically knows when to remind the patient of their upcoming appointment and patient responses are updated in real time in a secure web portal. All CallAssure modules are integrated with your system.

**Fully Integrated:** Vocantas products are great alone, but even better together. Fully integrated, they communicate with each other as well as they do with people.

**Cloud Ready or Premise Based**

**Real Support:** Our support team is part of our team, not outsourced from thousands of kilometers away so you know that they understand our products.

Vocantas Inc.

2934 Baseline Road, Suite 301, Ottawa, Ontario, K2H 1B2, Canada | [www.vocantas.com](http://www.vocantas.com)

T: 1.877.271.8853 | E: [info@vocantas.com](mailto:info@vocantas.com)

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