

# Communicate™



# Notifier

## Automated interactive outreach

A module of the Communicate™ (formerly known as CallAssure) platform, Notifier automatically calls patients to remind them of their appointments and of any pre-appointment instructions.

Using our easy-to-use web portal, simply enter the patient's ID, phone number and appointment date and time and we take care of the rest! Eliminate voicemail tag, reduce no shows and ensure every patient receives an appointment reminder so they show up on time.

Here is a sample of how the system will connect with your patients:

Enter the patient's ID, phone number and appointment date and time into our easy to use web portal. The interactive system will call the patient with your customized information, in a professional recorded voice.

*"This is Dr. [your name]'s office calling. We have received a referral from your primary physician. Your appointment is booked for {month}, {day}, {year}, at {time}. Please confirm that you will attend this appointment by saying "yes". If you cannot attend this appointment please say "cancel". Thank you. We will call you one week prior to your appointment to remind you of your appointment time."*

If the patient says "cancel". The interactive call will say "we will call you back with another appointment time soon". This will trigger an email to your scheduler to enter the patient's new appointment time.

One week prior to the appointment, the system will automatically call the patient to remind them of their appointment and ask them to confirm their attendance.

Two days prior to the appointment, the system will again call the patient with a final reminder.



You can add any additional information, such as parking instructions, healthcard reminder, compliance reminder (i.e., remember to drink eight ounces of water before your appointment) that you would like, to the reminder calls.

Notifier has been deployed at many leading hospitals and clinics, throughout North America, saving these facilities money by maximizing existing resources and reducing re-admissions and adverse events.

### Multiple Modes of Contact

Notifier can call multiple phone numbers in preferred sequence for each of your patients. For example, the first call is made to the patient's home phone and then to their personal cell phone if the primary number is not answered. The system can be programmed to interact with text messages and it can send out email notifications to those who do not answer the phone call.