

Appointment reminders are important to your patients.

The average American makes only four medical visits per year. That's all.

And partly because of this lack of visits, 50% of us feel our overall health isn't in good shape. It's important to make sure each appointment happens as scheduled. We can't afford to miss our visits.

Providers have historically struggled with the best way to remind patients of their appointments. Which outreach channel works best?

What do patients prefer? Well, your patients have finally spoken – 85% want digital communications from their providers.

After receiving digital communications from providers, 51% of Americans have reported that they feel more valued as a patient. That makes them more likely to attend follow-up visits and stay on course with your prescribed treatment plans. And odds are, you'll be seeing them more often thanks to a stronger provider-patient relationship.

An updated appointment reminder strategy also makes good business sense. Consider this:

You'll realize more planned revenue opportunities in your organization. Reminding patients of appointments makes them less likely to no-show, and that means fewer holes in the schedule.

You'll achieve more patient connections while saving money. Appointment reminders will be delivered in a fraction of the time it would take live staff to make phone calls and for less cost than mailed postcards.

You'll grow your appointment volume. Happy patients stay engaged. They schedule appointments more frequently and share their satisfaction with friends.

\$110,000

Annual FTE cost savings for manual phone outreach

Howard University

Why TeleVox? Choosing a communication partner is a big decision, and only TeleVox offers these best practices in an appointment reminder solution:

Three delivery channels – Voice calls, emails and two-way texts. Communication preferences vary by patient, and TeleVox meets their individual needs for a personalized experience. It's never been easier for patients to reply and confirm their appointment!

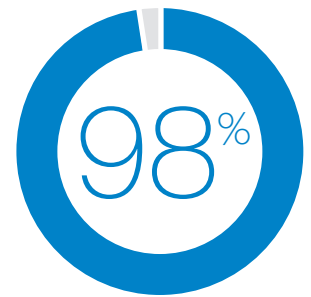
Message optimization – Delivering over 1 million messages each day gives TeleVox exclusive insight into what really drives patient response. Best practices in content, message length, delivery times and more can increase response by as much as 96%.

Low cost per confirmation – There's a big difference between low price and great value. Unmatched response rates combine with competitive per message costs to give TeleVox clients the industry's highest appointment reminder ROI. TeleVox delivers great value.

7%

Providers who feel they are successfully helping patients become healthier individuals.

It's time to change that!



appointment reminder satisfaction rating

Brigham and Women's Hospital patient survey

\$2.3 million

annual revenue retention

Pikes Peak Cardiology