

CREATE THE IDEAL PATIENT JOURNEY BY IMPROVING PATIENT COMMUNICATIONS



REFERRAL FROM GP APPOINTMENT LETTER

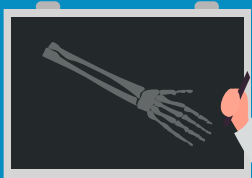
Significantly reduce costs and DNA risk by sending digital appointment letters straight to patient mobiles.

Patients that prefer postal communications will still receive a postal letter.



PRE-APPOINTMENT INSTRUCTIONS

Avoid on the day delays and rebooks by texting pre-assessment instructions to patients e.g. fasting.



ONE WAY APPOINTMENT REMINDERS

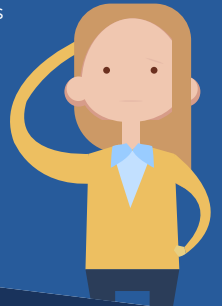
Lower on the day missed appointments with a reminder 24 hours before patient appointments. Send via text and IVM.



TWO-WAY APPOINTMENT REMINDERS

Reduce DNA's by up to 40% using a blend of reminders via text, IVM and agent calls to reach all patient groups.

Conversational reminders mean patients can easily respond with confirm/cancel/rebook in real time to quickly reutilise appointments.



SELF-CHECK IN WITH DIGITAL APPOINTMENT LETTERS

Reduce staff workload and create a better experience by adding QR code/barcode to digital letters. Patients can then self-check in and avoid queuing.



TEST RESULTS

Save patient time and run more efficient clinics by texting results that don't require a follow up appointment.



SURGERY

Reduce the most expensive DNA's with two way reminders. Open up valuable theatre slots to waiting list patients when appointments are cancelled or rebooked.



THE FRIENDS AND FAMILY TEST SERVICE FEEDBACK

Capture vital patient feedback on service. Release skilled staff from manually surveying and use technology to automate collection. Add local surveys to dig deeper in to improvement hot spots.



POST DISCHARGE SUPPORT

Support new care regimes with medicine reminders and follow up calls to lower readmissions by up to 20%.