



Automated Message System

Automated Appointment Reminder – A Prescription for Healthy Profits

On average, patients miss between eight and 20 percent of their appointments. This leads to either reduced office income, or double booking, which results in long patient wait-times. The key to reducing no-shows is calling patients a day before to make sure they intend to keep their appointments.

At A Glance

- Decreases the number of no-shows
- Fills open slots
- Ends double booking
- Improves staff morale
- Results in steady patient flow and shorter patient wait-times
- Allows reassignment of personnel to more productive duties
- Streamlines patient flow for all medical and dental practices
- Strengthens patient relations
- Maximizes office revenue

The Solution That Pays for Itself

NEC's Automated Message System helps medical and dental practices reduce no-shows and staff overhead while improving patient flow. The AMS is sound technology that provides a rapid payback and impressive return on investment.

The AMS solution automatically makes outbound calls at predetermined intervals to patients in advance of their appointments. It reminds them of their appointment with recorded reminder messages or using Text-to-Speech (TTS). In addition, the AMS's built-in interactive voice-response unit can ask patients to confirm their appointment by pressing a touchtone key.

If a patient is unable to keep the appointment, the AMS can prompt the patient to press a touchtone button and be automatically transferred to a live agent for rescheduling. The AMS can also take a message for later callback. The result is fewer no-shows and more reliable patient flow. Because your professional staff can be more confident of patients keeping their appointments, there is less need for double booking. That reduces wait times, which patients appreciate!

The AMS also enables your practice to notify patients of overdue payments and can even send birthday greetings to them. On average, patients miss between eight and 20 percent of their appointments. This leads to either reduced office income, or double booking, which results in long patient wait-times. The key to reducing no-shows is calling patients a day before to make sure they intend to keep their appointments.

Here is Proof

This scenario demonstrates the AMS's rapid payback:

- Average revenue per appointment: \$125
- Average revenue per week: \$15,625 per doctor (based on 25 appointments per day)
- Average missed appointments: 15 %
- Average weekly cost of missed appointments per doctor per week: \$2,344
- Average weekly cost of using a nurse or an administrative aide to call patients prior to appointments: \$166

By reducing no-shows by 30%, a single-doctor practice with this system can save \$500 in its first week of operation alone. Those savings amount to nearly \$25,000 annually! Savings are proportional to the number of doctors or dentists. If practices are currently assigning nurses or administrative staff to this chore, the savings are much higher, and the staff can be assigned to more productive duties.

Package Features

Text-to-Speech technology (U.S. English) - *Hello, this is Practice/ Doctor Name calling Patient Name to confirm an appointment for Date/ Time. Please bring your insurance card with you to your appointment and arrive 10 minutes prior to complete any necessary updates to your account. Press 1 to confirm your appointment or press 2 to reschedule.*

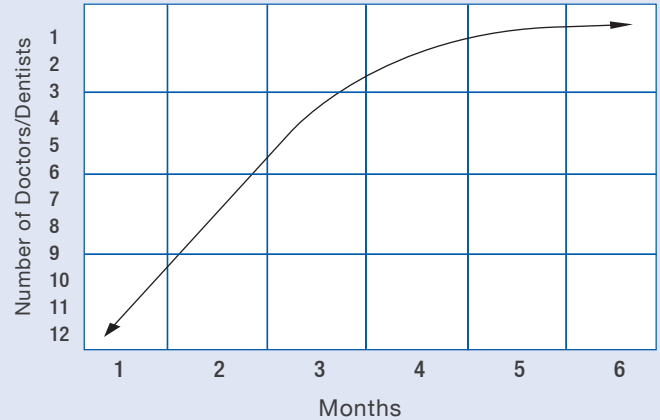
Transfer - Allow the call to be transferred to reschedule their appointment - if patient presses 2 to reschedule. At any time, the clinic may view or print a report of all patients unable to keep original appointments.

Keypad navigation - *Press 1 to confirm your appointment or press 2 to reschedule.*

For more information or to place an order, contact your NEC Representative.

100% Investment Payback is Only Months Away.

Whether your practice is currently doing appointment reminders or not, the NEC AMS solution will pay for itself in a matter of months.



Transfer CSV formatted files for daily appointment reminders

- Remote installation
- Administration training (2 hours remote)
- One year of maintenance

NEC can also provide numerous advanced features including:

- Database integration to scheduling software
- Professional Script Recording
- E-mail Notification
- SMS Text Messaging
- Speech Recognition
- Server and Dialogic boards

Empowered by Innovation

NEC

For more information, visit necunified.com/ivr

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