

Appointment Reminder



NetVanta® Unified Communications

Many organizations lose potential revenue when they have a customer or patient "no show" for a scheduled appointment.

The ADTRAN® NetVanta UC Appointment Reminder is an automated notification application designed to deliver appointment related information by phone and/or by email.

As an extension to ADTRAN's NetVanta Unified Communications Notification Server (UCNS) Application, it uses the Out-dialing capabilities of NetVanta UC, in conjunction with the appointment information contained in a customer's database, to dispatch reminders.

The Appointment Reminders can be triggered manually, or configured to run automatically based on a preset schedule, to remind customers or patients of their upcoming appointments.

The Appointment Reminder application is capable of determining whether a call is answered by a live person or an answering device. Once a call is answered by a live person, the appointment specific information is played, and the person can be provided options to confirm, cancel, or reschedule their appointment.

NetVanta UC Appointment Reminder can integrate to many different types of ODBC compliant Databases (SQL, Access, MySQL, CSV/XLS files, and others) and appointment management systems (Kareo, HL7 Files, and others) to provide reminders.

Features and Benefits

- Reduce staffing requirements and overhead by automating process.
- Reduces "no-shows" allowing you to reduce lost revenue
- Flexible configuration
- Simple administration
- Reminders can be customized to provide special information or instructions
- Flexible scheduling (during or after office hours)
- Record the notification outcome for reporting
- Fast Return on Investment (ROI)

The appointment reminder system is configurable to do the following:

- Retrieve patient or customer contact and appointment information from the appointment management database applications; and then create, modify or delete appointment reminder records.
- Construct appointment reminder "jobs" based on pre-configured appointment criteria and filters, which can include:
 - Number of days prior to appointment to provide reminders
 - Appointment types or procedures for which appointment reminder calls should or should not be made.
 - Locations, resources and personnel for which appointment reminder calls should or should not be made.
 - Time of day during which appointment reminder calls should or should not be made.
 - Contact information that is to be used to provide appointment reminders.
- Make calls to patients or customers with reminder messages or scripts based on applied filters or appointment criteria.
- Provide recipients of reminder calls with the options to accept or deny receipt of reminder call, confirm their intent to attend, or be transferred to a live attendant for rescheduling.
- Make up to 200 calls simultaneously (dependant on equipment and licensing).
- Email appointment reminders with attached message to patient or customer.
- Record the outcome of each appointment reminders, (invalid or busy contact number, undeliverable email, not answered, answered by person or machine, confirmed or not, etc); within the UCNS application, or exporting them to a CSV file format.
- Automatically email the appointment outcome (CSV file) to multiple pre-defined email addresses.