

Solo Practice Uses Amazing Reminders™ to Earn Hundreds of Dollars in Extra Monthly Income

Dr. Steven Hill, a primary care physician in Washington State, achieves 700% return on \$50 monthly investment in appointment reminder service

Challenge: Cut down on missed patient appointments

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| Patient “no-show” appointments cost real money | ▶ <i>“On average, I lose about \$65 in reimbursements when a patient misses an appointment. Over the course of one month, my small rural practice can lose hundreds of dollars in billings.”</i> |
| Staff hated making up to 30 reminder calls per day | ▶ <i>“Making appointment reminder calls is tedious work that no one enjoys doing. My staff did it when they had spare time, which was rarely.”</i> |
| Needed a simple and inexpensive solution | ▶ <i>“I have a solo practice with a small staff, so we don’t have time to learn a complicated system that costs a lot money.”</i> |

Solution: Amazing Reminders™ Service

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| Fully integrated with Amazing Charts EHR | ▶ <i>“Amazing Reminders works with the schedule in my Amazing Charts EHR, so everything happens without any effort. The automated service knows when to call or text the patient based on the date of the appointment.”</i> |
| Patients get reminders according to their preferences | ▶ <i>“Reminders can be sent as texts or phone calls, depending on the patient’s preferences. The caller ID displays my name and office number, so there is no confusion about who is making the call.”</i> |
| Improves image of practice | ▶ <i>“The reminder service is good advertising for me. Patients love the fact that my solo practice now offers the same level of service as a large practice.”</i> |

Results

- ✓ Achieves full return on \$50 monthly investment (ROI) by avoiding just one “no-show” each month
- ✓ Estimates \$400 monthly profit by eliminating approximately seven missed appointments
- ✓ Dr. Hill recently recommended Amazing Reminders™ to a colleague in his area