

## - Key Benefits -

- **Save Time** - 87.3% of automated reminder practices handle an entire day's worth of reminders in less than one hour.
- **Communicate through multiple channels** - Automating patient appointment reminders should include more than just phone calls. Text messaging has grown to be just as valuable in most patients' daily lives, including older demographics.
- **Provide interactive response options** - One of the benefits of an automated appointment notification is the ability to capture a response from the patient.
- **Allow patients to choose their preferred channel** - Give each patient the opportunity to receive an appointment reminder through their preferred channel.
- **Multiple reminders/Ideal delivery time of day** - Repetition can mean the difference between an appointment that's simply confirmed and one that's actually attended.
- **Additional information reminder** - If the patient is expected to bring any additional information to their visit, this is the perfect place to make sure they remember to do it.

As the healthcare industry shifts more attention to patient outcomes, ongoing wellness and preventive efforts, those objectives continue to be driven by patients' willingness to take an active role in their care. More specifically, doing what their providers prescribe or recommend they do. And even more specifically for this whitepaper, a big component of a patient's active role is committing and sticking to their planned appointments.



If you struggle with high no-show rates like many healthcare organizations of all sizes and specialties, here are easily-implemented ideas for reducing those broken appointments through communication that is fully integrated into the Amazing Charts PM solution.

## Adopt phone-based reminder communications

Many practices have shifted to phone calls to replace their older mailed postcard appointment reminder strategy, but tasking the staff with this manual effort presents bandwidth challenges for a busy practice.

Could there be any truth to the notion that appointment reminders have an overstated impact on no-show rates? As expected, the survey found that whether or not a practice reminds patients of appointments is directly correlated to that practice's no-show rate. Responses show that 46.7% of practices who do not send appointment reminders have an average no-show rate of over 10%. In contrast, no-show rates of over 10% can only be found in 27.6% of practices who deliver appointment reminders to their patients.

**We offer a range of solutions for any practice regardless of size, specialty or budget. Our product line-up includes all the tools you will need to run your practice efficiently and effectively. We offer a low cost - easy to use basic option as well as multifaceted systems to manage all the components of your office structure.**



**Expect Amazing Results**

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