



# Appointment Reminder

## Maximizing physician's time

### WHAT IS THE APPOINTMENT REMINDER MODULE?

Appointment Reminder is Amcom's solution to cut down the number of missed appointments and maximize doctors' time. The solution has the ability to not only send a single message to a mass audience, but also to send vast amounts of individualized messages to a population while tracking message recipient responses as required.

### HOW APPOINTMENT REMINDER WORKS

Every day at a pre-determined time, the hospital's existing scheduling or appointment system sends a file of the next day's scheduled appointments to Appointment Reminder. This file contains each patient's first and last name, phone number, appointment time and date,\* and his or her doctor's name. You may also choose to include any patient reminder items important to the nature of the appointment, such as not eating or drinking past a certain hour.

This file transmission can take place in a number of different forms including TCP/IP and FTP, or the file can simply reside on a centrally located server that is network accessible to both the scheduling system and Appointment Reminder.

At the pre-determined time—typically between 5 p.m. and 9 p.m.—the system begins making calls to patient phone numbers on simultaneous lines. The played messages are assembled in real time by the system using pre-recorded phrases as shown in the following example. In the example, the underlined words or phrases are chosen from a large vocabulary that is pre-recorded and provided with the system. These include common first names, the name of every physician or practice throughout the organization, dates and times. It also includes "remember items" such as fasting. Amcom works with the hospital staff to personalize the phrases and flow prior to our configuration.



\* Text-to-speech (TTS) and system prompts are currently available in English only.

## THE SCRIPT IS BASED ON YOUR REQUIREMENTS

The script is based on your requirements and features a combination of pre-recorded messages and text-to-speech. A sample of the reminder message would be:

*Pre-recorded:* Good evening, this is Peggy from New York Radiology calling to remind you of your appointment for a blood test. Your appointment is on July 21 at 1:30 p.m.

*Text-to-speech:* Please remember not to eat or drink anything after midnight the previous evening.

*Pre-recorded:* Please press 1 on your phone to confirm this appointment, or press 2 to leave a message for our staff to reschedule.

It is important to note that names are excluded as a matter of patient privacy. The selected phrases should further not reveal a patient's disease or diagnosis. These measures are to comply with HIPAA regulations.

For patients who choose to cancel their appointments, the system can transfer them to a live staff member or operator who has access to the centralized scheduling system.

Busy signals and Ring No Answer numbers are recognized and re-dialed. The system recognizes special information tones and notes disconnected and not in service lines. If a patient does not respond to the request to "press one, to confirm the appointment," the system assumes a confirmation, but reports "No Response." This is done in case the patient is using an older model rotary phone.

After all calling is completed, the system deposits a file showing all results in a method as determined by the end user. Should you elect to allow canceling patients to leave a message, Amcom works with you to discuss their delivery.

For more information on the Appointment Reminder module, contact Amcom Software at 800.852.8935 or visit [www.amcomsoftware.com](http://www.amcomsoftware.com).



**Amcom Software, Inc.**  
Phone: 800.852.8935  
Fax: 952.230.5200  
[www.amcomsoftware.com](http://www.amcomsoftware.com)