Automated Appointment Reminder Service

Reduce "No-Shows" Effortlessly

With just the push of a button, patients can confirm, reschedule, or cancel an appointment. Streamlining the appointment reminder process improves patient satisfaction and office productivity.

Automated appointment notifications

ClinicTracker Connect offers a service that automatically reminds your patients about scheduled appointments by phone and/or text message. Fully integrated with the Scheduler, the system generates reminder messages without requiring any effort on the part of your staff. Patients can confirm, cancel, or reschedule their appointments by the single press of a phone button or through the ClinicTracker Patient Portal. This service makes viewing and responding to each reminder simple and efficient.

Increase revenue and efficiency:

With Automated Appointment Call Reminders, your staff can increase office productivity by:

- Reducing the no-show rate
- Tracking canceled appointments in real-time
- Filling canceled or missed appointments more quickly
- Spending more time on important communications that can't be automated
- Ensuring patients do not forget to attend or reschedule their appointments
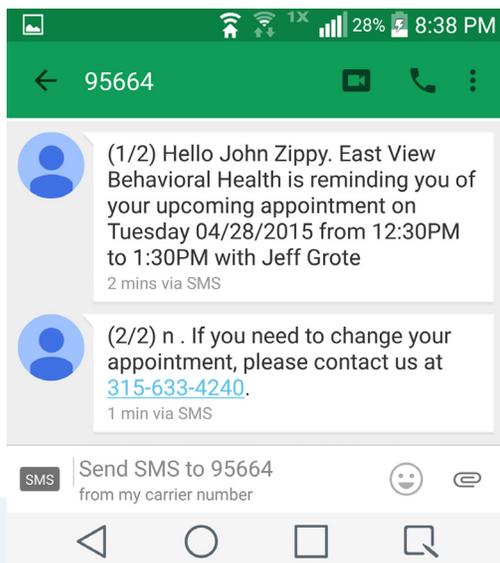- Adding a personal touch by reaching out to your patients

Video

ClinicTracker •●● Connect

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Video Training Series

View an online demonstration at
ClinicTracker.com/video/ReminderCalls

A detailed log tracks all activity
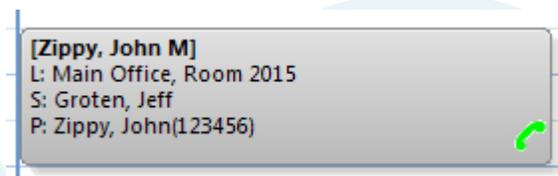
Generating reminder messages

This messaging service reminds patients either by phone, SMS, or both based on parameters you pre-configure. For example, you can set how many days prior to an appointment you want the patient notified. You can also tell the system the time of day you want it to begin and end sending messages. Once one of your staff adds a new appointment to the Scheduler, the automated service generates a list of patients to contact. At the appropriate time, it communicates with the patient about the upcoming appointment. For the phone option, the system will leave a message if no one answers. You also have the option of placing calls or sending an SMS manually. Patients can opt to be placed on a Do-Not-Contact list, or you can create specific groups or event types that never generate a reminder.

Sample SMS Message:

Sample Audio Script:

Hello Mary Jones: This is a call from East View Behavioral Health reminding you of your upcoming appointment on Friday, September 14 from 1pm to 2pm with Dr. Smith at our Main St. Location next to the Chase Bank. Please press 1 to confirm, 2 if you want to talk to one of our staff to reschedule, or 3 to cancel.

ClinicTracker scheduler shows reminder status is green (confirmed)

Integration with ClinicTracker Connect Scheduler and Patient Portal

One of the many benefits of ClinicTracker Connect is that all patient information is integrated throughout the system. We've taken the next step by incorporating Automated Appointment Reminders into our Patient Portal. Now patients can go online to confirm, cancel, or request a new appointment time. They can also update their reminder call preference (Call, SMS, or Call+SMS). It's another way that we're helping you improve patients' experience with your office.

SCHEDULED EVENTS

These are events that you are scheduled for in the next 60 days. If you have questions about any of these events, please contact your provider.

Confirmation recorded for 09/23/2012.

Start Date / Time	End Date / Time	Staff	Location	Description	Reminder Status	Confirm	Cancel
09/21/2012 9:00 AM	09/21/2012 10:00 AM	Groten, Jeff	Main Office, Room 202	Group Therapy	Not Confirmed	Past event	
09/23/2012 9:00 AM	09/23/2012 10:00 AM	Groten, Jeff	Main Office, Room 202	Group Therapy	Confirmed	Confirm	Cancel
09/25/2012 9:00 AM	09/25/2012 10:00 AM	Groten, Jeff	Main Office, Room 202	Group Therapy	Not Confirmed	Confirm	Cancel
09/27/2012 9:00 AM	09/27/2012 10:00 AM	Groten, Jeff	Main Office, Room 202	Group Therapy	Not Confirmed	Confirm	Cancel
09/29/2012 9:00 AM	09/29/2012 10:00 AM	Groten, Jeff	Main Office, Room 202	Group Therapy	Not Confirmed	Confirm in 1 day	
10/01/2012 9:00 AM	10/01/2012 10:00 AM	Groten, Jeff	Main Office, Room 202	Group Therapy	Not Confirmed	Confirm in 3 days	

Scheduled Event View from the Patient Portal -- with one-click confirmation

Pricing and setup

Implementing this feature only requires that your staff view a brief training video. And the service is inexpensive - just a small monthly charge based on the number of reminder messages that you place. In most instances, it can pay for itself by eliminating even one no-show. Your practice will become more efficient because it frees your office staff to spend more time on patient retention and acquisition.

For more information contact us at 315.633.4240 or hello@ClinicTracker.com

ClinicTracker Connect

Connecting All Aspects of Your Behavioral Health Practice
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