

# ReminderPro 2008 DX

## Patient Messaging System

Time is valuable and patients greatly appreciate reminders, whether for an appointment or to let them know that it is time for an important checkup. However, routine phone calls overload office staff and take valuable time away from patient care in the office. Friendly and interactive, ReminderPro 2008 DX handles your routine patient communications effectively and conveniently.



### *Ease Staff Overload*

Reaching patients during business hours is not an easy task. Calling during the day ties up phone lines and is often interrupted. Messages left for patients at work may be misdirected or forgotten. Sending postcards is expensive and far less effective than phone calls. ReminderPro takes only minutes to activate, begins automatically when it is time to call (even over weekends) and tries back until everyone is contacted or the call session is completed.

### *Improve Patient Care*

Patients expect prompt, personal attention while they are in the office. With ReminderPro handling your routine calls, you will have more quality time to offer your patients. With control over your schedule, patients will spend less time waiting and more time with their healthcare providers. People appreciate timely reminders about important health checkups and follow-up appointments. ReminderPro's friendly, interactive communications show patients that you care about them.

### *Prevent Appointment No-Shows*

Missed appointments disrupt your schedule and cost thousands of dollars each year. Patients who receive a telephone reminder are far more likely to make their appointments or notify you if they need to reschedule, allowing you to schedule other patients. ReminderPro calls patients with friendly appointment reminders and important information. Patients appreciate the service and you gain control over your daily schedule.

### *Provide Consistent Communication*

ReminderPro handles routine calls with consistency and diligence. By keeping track of calls that are busy or unanswered, ReminderPro will not forget to try back later. ReminderPro works after hours when your patients are more likely to be at home and receive your call. ReminderPro does not get distracted by other tasks, so you can rest assured that all your calls are made. Plus, instant detailed reports give you a valuable audit trail of patient contact.

Phone or email reminders

Appointment reminders

Checkup/follow-up reminders

Important health news

New patient information

Safety and recall alerts

"Elder check" calls

Patient opinion surveys

Past-due notification

Inclement weather closings

Birthday greetings

...or any message you desire!

**inphonite**  
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# ReminderPro 2008 DX at Work for You.

## **How does ReminderPro ease staff overload?**

- Schedules reminder calls in just a few minutes each day
- Calls tirelessly during or after office hours, including weekends, for more effective control of Monday's schedule
- Tracks busy signals and unanswered calls, and tries back until your message is delivered
- Automatically dials a second phone number if the call to the primary number is unsuccessful
- Sends daily reports to a printer, fax, file or email automatically

## **How does ReminderPro improve patient care?**

- Gives staff more quality time to attend to patients in the office
- Frees up phone lines during office hours so patients get through more easily
- Assists with preventative care efforts by reminding patients when important healthcare services are due
- Delivers medication reminders, "elder check" calls, health and safety alerts and any number of other important messages
- Includes automatic call-blocking for those who have privacy concerns
- Allows patients to access information as needed, such as directions to your office, description of your services, health news and more



*We rely on ReminderPro to make over 1,000 calls a day and communicate reminders about upcoming scheduled appointments with our patients. ReminderPro was easy to set up, integrate and customize for our individual physician practice and outpatient clinic needs*

*- Michele Zeigler, VP, IS/CIO,  
Summit Health*

## **How does ReminderPro recover lost revenue?**

- Helps reduce appointment no-shows
- Replaces expensive mailed reminders with a more effective, environmentally-friendly alternative
- Keeps patients coming back for important services such as checkups, health screenings, lab tests and follow-up appointments
- Provides a "full-time assistant" to your office staff without overtime or payroll tax expenses

## **What makes ReminderPro the premier solution for patient communication?**

- Seamless, natural-sounding messages
- Advance call scheduling
- Phone survey capability included – create both simple and branching phone surveys
- Flexible answering machine options such as alternate messages just for answering machines
- Up to 10 custom response options including voice messaging and transfer to a live person
- Personalized messages using ReminderPro's prerecorded library of names, text-to-speech, or names recorded in your own voice
- Automatically combines multiple calls to the same household
- Handles unlimited messages, providers and languages

## **Supported Interfaces**

- Internal Hardware
  - Analog (POTS)
  - Digital (PRI, BRI, T1, E1)
- No Hardware
  - VoIP
- External Hardware
  - Analog (POTS FXO VoIP Gateway)
  - Digital (PRI, BRI, T1, or E1 VoIP Gateway)

## **Compatibility and Scalability**

Our flexible solutions feature powerful technology such as PIKA and Dialogic voice boards to ensure reliable operation and compatibility. ReminderPro is scalable to fit the needs of single providers, group practices, hospitals and large scale HMO's.

Systems include seamless integration to your schedule, database or practice management software at no additional charge. We utilize direct database access or download information from your software to create personalized custom call sessions.

With nearly ten years of custom integration experience, Inphonite can turn your practice management software into an innovative revenue-producing tool.

## **Training, Support and Warranties**

ReminderPro 2008 DX systems include an initial period of no-cost installation assistance, training and phone support. Annual maintenance provides phone and email-based technical support, online training and software updates at no additional charge. PIKA and Dialogic telephony boards come with a three year manufacturer's warranty. PC hardware systems include a full manufacturer's warranty.

## **System Requirements**

ReminderPro 2008 DX can be installed on a any physical or virtual machine capable of running Microsoft Windows XP, Vista, 2003 Server or 2008 Server. Inphonite recommends at least 1GB of RAM, 10GB of free hard disk space, and a 2GHz processor. ReminderPro 2008 DX is also available as a turn-key system configured and tested by Inphonite on a new Dell PC.