

## APPOINTMENT REMINDERS

For Reminders and Recalls via Email, Voice, or Text

The Appointment Reminders functionality facilitates HIPAA-compliant patient appointment reminders and recalls, scheduled with just one push of a button. This reduces the need for manual calls to be made to the patient.

**Patient Reminders:** Administrators can create the message (in English or Spanish) via email, voicemail, or text message. They can also choose the frequency of the message, up to 3 reminders per appointment. Administrators can add tokens to the message for patients to either confirm or cancel the appointment. The end-user only has to select one button when scheduling an appointment, as the solution does the rest!

**Patient Recalls:** Automate patient outreach and increase patient engagement with our patient recalls feature. Simply set the constraints, configure a message, then send to all patients who meet the criteria. The message is sent with just one push of a button. This feature is ideal for health organizations needing to know who received a particular treatment and needs to be recalled for follow-up care.

### Key Benefits

- Saves staff effort
- Reduces the number of no shows
- Sends reminder messages via HIPAA-compliant text, email or phone, with Confirm or Canceled response options
- Provides interactive and mobile-ready communications with patients
- Messages in English or Spanish



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300+

CUSTOMERS

60M+

LIVES COVERED

38+

STATES COVERED

\$622M+

IN CLAIMS PROCESSED

98%

RETENTION RATE



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## ABOUT PATAGONIA HEALTH

Since 2009, Patagonia Health has been a foundation for those who provide essential care to their communities. Our integrated EHR, Practice Management, and Billing solutions are designed for public and behavioral health organizations nationwide. We are dedicated to award-winning customer service from implementation to ongoing training and support. We develop authentic partnerships with our customers to meet their ever-changing needs. For more information, please visit our website.