

## Synopsis

ReminderPro™ by Inphonite works together with elligence to makes routine calls for you. Personal and interactive, ReminderPro handles important communications such as appointment and recall reminders, health alerts, product safety recalls, pre- and post-operative instructions, birthday greetings and more. ReminderPro is guaranteed to ease staff overload, reduce appointment no-shows, boost recall efficiency, eliminate costly mailed reminders and provide patients with an appreciated service.

## Prevent Appointment No-Shows

Missed appointments disrupt your schedule and cost thousands of dollars each year. Customers who receive a telephone reminder are far more likely to be there on time or notify you if they need to reschedule, allowing you to schedule other customers.

## Provide Consistent Communication

ReminderPro handles routine calls with consistency and diligence. By keeping track of calls that are busy or unanswered, ReminderPro won't forget to try back later. ReminderPro works after hours when more people are home to receive your call. ReminderPro doesn't get distracted by other tasks, so you can rest assured that all your calls are made.

## Ease Staff Overload

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

## How it works

Record greetings and system prompts in your voice or use our professionally recorded prompts. Tell ReminderPro how and when you want your calls made. ReminderPro automatically reads the data from elligence and schedules the appropriate calls.

Detailed reports are available as soon a calling session is complete. You'll know in advance who confirmed and who could not be reached. You'll also have easy access to voice messages left by patients who may need to reschedule.

ReminderPro uses a standard analog phone line (such as those used by a fax, modem or credit card machine). If your calling volume is low, use just a single phone line. For higher calling volume, simply purchase additional line licenses and install additional phone lines. Each phone line can handle up to 120 calls per hour depending on your phone system and message length.

There are two versions: Select and Enterprise. The Select version is fine for most average size offices. The Enterprise version is appropriate for practices having multiple sites or heavy call volume.

Data Strategies, Inc.

**Microsoft**  
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## FAQs

### **How do people feel about getting an automated call?**

Nobody likes to forget an appointment, delay an important service or miss out on crucial information. In our hectic world, people need reminders and timely information. They understand your call is a courtesy and appreciate the extra care you extend by providing a higher level of service than the competition.

ReminderPro is not a computerized voice. Calls are delivered in your familiar voice with perfect clarity for positive impact. Studies have shown approval rates for ReminderPro's type of calling technology exceed 99%, and the people receiving automated calls were nearly unanimous in wanting to receive such calls in the future.

### **How does ReminderPro handle answering machines?**

ReminderPro offers a variety of answering machine options: Leave a message after the beep; leave a message only after a certain number of attempts to reach a person; leave messages only on answering machines; do not leave messages on answering machines at all; or deliver a separate message to answering machines.

### **What if a person's line is busy or there is nobody home?**

You tell ReminderPro exactly how many times to try back when a line is busy or unanswered. ReminderPro calls everyone on the scheduled call list once before recalling the busy and unanswered lines. ReminderPro will also slow down its retries when there are less than five calls remaining, ensuring a high rate of success in getting through before the calling session ends.

### **How does ReminderPro know whom to call?**

ReminderPro queries the elligence database to determine who has appointments. Depending upon how you have configured ReminderPro, patients are called a specified number of days prior to their appointment.

### **How does ReminderPro know what to say in the message?**

ReminderPro handles both data-driven messages and self-contained messages. For example, if you import a daily appointment schedule, ReminderPro automatically "weaves" your greeting, the person's name, appointment time and date into a complete personal message in your voice. Self-contained messages with important information can be included with appointment reminder messages, or can be sent separately. These self-contained messages can say anything you like, and you can record a complete library of messages to fill any needs you may have.

### **Is our data safe when we interface with ReminderPro?**

Absolutely! When you view or print a report from your system, you are not changing the data, you are simply looking at it. That's exactly what ReminderPro does, except it reads and interprets the report as a data file rather than a printed page. Because you are exporting data, no changes occur to your system and your data remains untouched by ReminderPro. Most importantly, the entire process of interfacing with your software is automated, making daily operation a three-minute process.