

AUTOMATED PATIENT APPOINTMENT REMINDERS

→ REDUCE PATIENT NO-SHOW RATES BY UP TO 50%

If your practice is not taking advantage of modern-day technologies to remind patients about their appointments, it's time to start. Using email and the telephone, iCONFIRM is an automated appointment reminder system that will

- reduce patient no-show rates by up to 50%
- drive additional revenue to the practice
- improve patient communications and satisfaction
- affect positive patient outcomes



Telephone Reminders

→ PRODUCT FEATURES

- Personalized, specialty-specific messaging (in English or Spanish)
- Extensive management reports detailing
 - patients confirmed
 - patients requesting a reschedule
 - patients not reached due to bad contact information
- Simple installation with no long-term contract and no hardware to purchase



Email Reminders

→ HOW IT WORKS

iCONFIRM uses data fields currently stored in your appointment scheduling software to create customized messages for each patient:

“Hello, this is PRACTICE NAME calling to confirm your appointment with DOCTOR NAME on DAY at TIME at our OFFICE LOCATION. SPECIAL INSTRUCTIONS (if any). If you have any questions, please call our office at TELEPHONE NUMBER. Press 1 to confirm your attendance at this appointment or press 2 to request a new appointment time.”

Estimate your annual no-show revenue loss using the worksheet on the opposite side of this page.



→ GETTING STARTED

To learn more about how this solution can work for your practice, call us at 800.781.1044, option 2 or email Sales@HarmonyHIT.com.

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ARE YOU MEASURING YOUR PATIENT NO-SHOW RATES?



Patient appointment no-shows can become a leading source of lost revenue for many medical practices. Use this worksheet to calculate the potential lost revenue at your practice.

WORKSHEET FOR POTENTIAL PATIENT NO-SHOW REVENUE LOSS

	Your Practice	Sample Practice
1. Estimated # of patient visits per week		200
2. Estimated # of patient No-shows per week		20
3. Average revenue per patient visit		\$120
4. No-show Percentage (Line 2 divided by Line 1)		10%
5. Average revenue loss per week due to No-shows (Line 2 multiplied by Line 3)		\$2400
6. Average revenue loss per year due to No-shows (Line 5 multiplied by 52)		\$124,800

iCONFIRM offers an affordable solution for reducing patient no-shows. It's return on investment is quickly realized by comparing current no-show rates month-over-month after installation.

Increase your revenue by reminding patients of their appointments according to their communication preferences -- phone or email. Work with one of our sales consultants to determine how we can customize a solution to work for your practice and decrease patient no-shows by up to 50%.



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