

# Automated Calling Suite

## Technology to Help Healthcare Providers Stay Connected to Their Patients



**Automated Calling Suite** enables healthcare providers to select the right calling and messaging solution based upon their specific needs. With this suite, automated phone calls, texts, and emails easily deliver the right information to the right people at the right time, allowing providers to:

- Remind, inform and alert easily and quickly
- Reduce no-shows for better patient outcomes
- Accomplish more with their congregation
- Keep patients informed for a healthy bottom line
- Make sure patients get the message

### AUTOMATED CALLING SUITE FEATURES

#### A Complete Messaging Suite to Meet Your Needs

From simple broadcast messaging for mass notifications, to intelligent message templates that deliver personalized information, Automated Calling Suite offers a variety of solutions to deliver your automated calls, texts, and emails. Healthcare providers across the country depend on Automated Calling Suite to remind, alert and inform.

#### Key features include:

- **Contact List Management** – Easily import your contact list whether it is big or small.
- **Call and Message Management** – Easily contact patients with text-to-speech, call scheduling, voice recording and so much more with guided message creations.
- **Advanced Message Builder** – Easily customize unique messages you plan to send out.
- **A Better Recipient Experience** – Recipients recognize the call or text from the caller ID and can easily send their response by the touch tone options.
- **Advanced Reporting** – Effortlessly schedule call reports to be generated and emailed automatically with personalized reporting views.
- **Customizations for Medical Practices and Patient Messaging** – Messages for patients can be personalized which allows merging of specific patient contact data. This also allows staff to manage the best times to handle follow-up calls and tasks.
- **Practice Management Tools** – Easily manage account profiles from a centralized admin console and personalize users preferences.
- **Patient Experience Enhancements** - Choose to send separate reminders to each patient in a household, or bundle patient reminders for the family into one message. Also, if you don't reach patients at the primary phone number, reminders and alerts can be sent to alternate numbers.

## STAY COMPLIANT WITH AUTOMATED CALLING SUITE

### Patient Messaging™ Helps Practices Remain HIPAA-Compliant

HIPAA has introduced many new changes in policy and procedures regarding the handling of patients' private health information, and Automated Calling Suite assists healthcare providers in remaining HIPAA-compliant in their communications.

Physician's offices or pharmacists often leave messages for patients at their homes, either on an answering machine or with a family member, to remind them of appointments or to inform them that a prescription is ready. Providers also mail appointment or prescription refill reminders to patients' homes. The HIPAA Privacy Rule permits healthcare providers to communicate with patients regarding their healthcare, including communicating with patients at their homes through the mail, by phone, or in some other manner. In addition, the Rule does not prohibit covered entities from leaving messages for patients on their answering machines.

Automated Calling Suite suggests that providers utilize Patient Messaging Best Practices, including: limiting the amount of information disclosed on the answering machine, over the telephone, and to an individual answering the call; using an introduction message; and delivering a more generic message to answering machines.

Automated Calling Suite also offers a HIPAA Compliance Kit that gives providers tools including an insert for new patient intake forms, Compliance Plan Addendum, and Privacy Agreement.

### Automated Calling Suite Helps Practices Get the Most Out of Texts

Text messages reach patients effectively and with greater speed than emails or phone calls, which makes texting a smart addition to a practice's patient communication toolkit. Beyond the benefit to the practice, texting also benefits patients. Text messages are effective and convenient because they can be rapidly delivered, easily retrieved, and simply integrated with smart phone calendars.

HealthWave Connect™ provides the must-have features for any texting solution:

- True SMS text messages (not an SMTP email work-around); texts can be delivered to any cell phone that accepts texts
- Text reply capabilities; responses can be seen in real time
- System qualification of cell numbers ensures that numbers are valid for texting (PhoneTree® does all the work)

**95%** of text messages are read within 5 minutes

[HTTP://WWW.ENTREPRENEUR.COM/ARTICLE/236542](http://www.entrepreneur.com/article/236542)

**92%** patient participant rate for texts

ACTUAL RESULTS FROM HEALTHWAVE CONNECT

### HealthWave Connect™ Offers 2-Way Patient Communication

HealthWave Connect™ by Automated Calling Suite makes it easy to keep in touch with patients using phone, text, and email. Backed by 25 years of experience, you can trust HealthWave Connect™ to meet your practice's specific needs. Our cloud-based automated messaging solution allows patients to respond back to messages, which speeds up appointment confirmations and records an audit trail of communication.

Features include:

- Access 24/7 through the Internet
- Updates automatically
- Back-up and restore accounts without interruption
- Send voice, text and email messages in the same job
- Access knowledge base articles and feedback forum 24/7

Benefits include:

- Reduces no-shows up to 70%
- Increases office efficiencies
- Enhances patient compliance
- Supports Meaningful Use requirements
- Available 24/7 from any PC with internet access

**Our Sales Representatives will guide you to the best automated calling solution based on your needs.**