



Appointment Reminders



Right Patient - Right Message - Right Modality

Your Appointment with the Future™

Key Benefits

- Lower your no-show rate
- Ensure that patients show up, on time, and prepared for their visit
- Increase practice revenue
- Save staff time for patient care
- Solutions that encompass all major communication modalities:
 - > Secure HIPAA and HITECH compliant email
 - > SMS/text messaging
 - > Voice, with natural language automated speech recognition
 - > Voice, with healthcare trained representatives
 - > Postal, with data driven digital printing customized for each patient
- No staff monitoring required—fully automatic
- Appropriate for all practice types
- Risk free—money back guarantee

Friendly, Versatile, Reliable

You provide personalized service - your reminder system should too. 4PatientCare's integrated, customized, "set it and forget it" solution provides the personalized, friendly service your patients deserve.

The days of cold, lifeless and static automated reminders are over. 4PatientCare reviews your schedule, applies your communication business rules and contacts patients according to your desire via email, text, voice (automated and human) and digital postal - all automatically with no staff effort.

4PatientCare Appointment Reminder's highly reliable performance includes automatic system self-checks and recognition of answering devices, disconnected numbers and TeleZappers™. Call results are available via fax, secure email or web.

Easy to Use, Easy to Integrate

4PatientCare operates behind the scenes with your existing scheduling software to generate appointment reminders automatically, without any human intervention, on a schedule that you determine. Our "set it and forget it" technology allows you to configure your reminder system once and then let the program perform for you.

Appointment reminders are delivered in a HIPAA compliant manner via healthcare-trained human or automated voice-enabled phone, secure email, text message and postal.

Put Amy to Work for You

Patients prefer speech recognition six to one over touch tone systems.* Amy, the professional, multilingual voice of 4PatientCare, utilizes the latest technology to understand, process and respond to speech. Amy's intelligent decision support system coordinates with a patient's individual profile to engage the patient in a dialog which is appropriate for that call, leading to increased patient satisfaction and fewer office callbacks. Amy interacts with patients conversationally to put patients at ease while delivering important information. Patients can complete office tasks that used to take your staff hours—simply by speaking to Amy.

Increase Revenue and Reduce Costs

Reminder calls reduce no-show rates by 50%.† 4PatientCare Appointment Reminders will improve your bottom line by ensuring that those on your schedule show up, on time, prepared for their appointment. Our automated reminders will lower your operating costs by 75% compared with traditional personnel-based approaches.

* Business Wire, "Speech Technology Research Validates Very High Caller Satisfaction; Study Reveals Speech Recognition is the Preferred Self-Service Method of Callers." Jan. 7, 2003, http://findarticles.com/p/articles/mi_m0EIN/is_2003_Jan_7/ai_96190720/

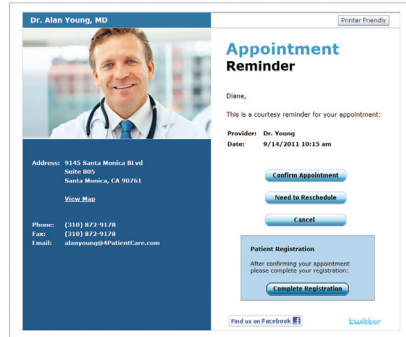
† Dockery, F., et al. "The Effect of Reminder Calls in Reducing Non-Attendance Rates at Care of the Elderly Clinics." Postgraduate Medical Journal Jan 2001; 77 (903): 37-39.

‡ Sawyer, S.M., et al. "Telephone Reminders Improve Clinic Attendance: A Randomized, Controlled Trial." Journal of Pediatrics and Child Health Feb 2002; 38 (1): 79-83.



Key Features

- Configure once for your practice—set it and forget it!
- Integrates automatically with your existing scheduling software
- Appointment reminders are completely configurable to your practice needs and requirements
- Communicate via email, text message, automated or health care-trained human voice or postal - in any sequence, configured by provider, location and appointment type
- Multilingual
- You can choose to let patients reschedule to a future, open appointment slot if they can't make the scheduled appointment - transform a cancellation into a revenue producing slot automatically.
- Programs can be adjusted to fit any budget and volume
- Integrated with 4PatientCare web scheduling and recall services



The Ultimate in Flexibility

With 4PatientCare, you choose how you want to communicate with each patient—by phone, secure email, text message or postal—and control when, how often, and with what call type patients are contacted. Customized call profiles can contain multiple reminder types with special patient instructions delivered in a set order for a specific patient—critical for maximizing effectiveness.



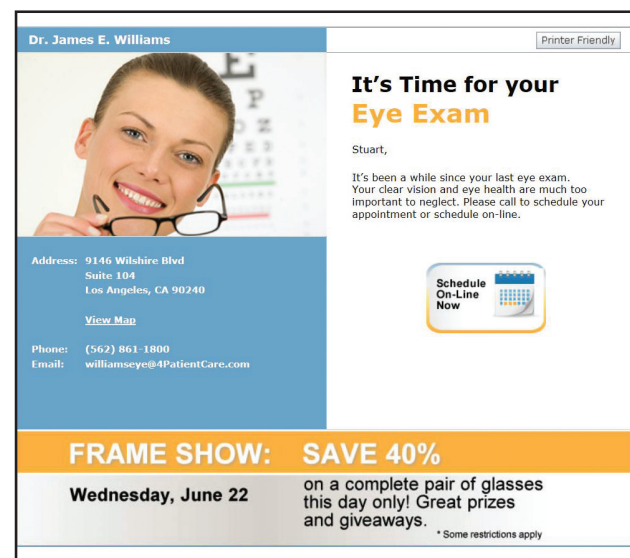
Whether you are an established practice with many high value appointments, or a new practice building a client base, 4PatientCare gives you the flexibility to reach out to your patients individually. Send Comprehensive Reminders several days before an appointment to ensure that no slot goes unused, then confirm each appointment the night before using a Reminder with Confirmation. Include special instructions to the patient to ensure that patients show up prepared for their visits. A Reminder with Confirmation and Call Back Request allows cancelled slots to be filled quickly with other patients. Or choose a Simple Reminder to reinforce an appointment the night before a visit.

Available Reminders Types:

- Comprehensive Reminder
- Reminder with Confirmation
- Simple Reminder
- Pre-Appointment Reminder
- Follow-up Pre-Appointment Reminder

Reminder Configuration Options:

- Appointment type
- Provider
- Location
- Status
- Day of the week
- Time until appointment
- Time to send out reminder
- Patient age
- Special patient instructions
- Answering machine message



Contact 4PatientCare today for a demonstration and personalized cost benefit analysis. Our risk free, money back guarantee ensures your satisfaction. Don't wait to schedule your appointment with the future!™