

Does your office do patient reminders prior to scheduled appointments? If yes, how?

IF YES: Many of our physicians use a service or automated system. If you use a similar method, please share the name of the service you use, how you like it, and how much it costs.

IF NO: If you don't do patient reminders, why not?

1. My secretary calls the afternoon before, if we have a working number.
2. Yes, automated system: Televox "HouseCalls." We began using this system about a month ago and so far it has been wonderful. The cost is \$.17 per call.
3. Our office uses an automated telephone system that calls patients to remind them. I think it's even right once in a while.
4. Yes, the receptionist calls the patients the day before and records it on the appointment book.
5. I guess my answer would be "we try." The receptionist phones patients the day before the appointment to remind them of their appointments. However, there are some days that we are simply too busy to do this. I would estimate that we call approximately 90% of the time. I have not used an automated service due to the cost.
6. Yes, we have for 10 years. It is very cost effective. One NO SHOW in the morning and one in the afternoon with an average visit of \$60 is \$27,000 in missed revenue a year. Automated systems are intriguing; however, we found that it takes just as much time to monitor and maintain the automated system as it does to just make the phone calls everyday. Having a real person helps with PR and we also pick up on patients whose phone number or living address has changed etc. The receptionist is responsible for this task so if she does not get a hold of someone it gives her some idea on where to open up slots in the schedule. She also has the opportunity to remind patients to fast if that is needed and update their insurance if it has changed. Our nurses do the preplanning for each yearly physical or diabetic check up etc. Then the receptionist confirms insurance or Medicaid coverage online or with a phone call, then calls the patient to remind them of their appointment or asks them to reschedule if the insurance or Medicaid enrollment has changed. She also directs them for lab draws ahead of the visit if their insurance requires that. If you don't take time to check all these steps ahead of time you either work for free or have big nonproductive gaps in your daily schedule. This is an absolute must for a preventive medicine practice.
7. Reception calls all next-day appointments the afternoon before.