

APPOINTMENT REMINDERS



 sms, voice and email

Appointment Reminders via SMS, Voice and Email

Reduce Missed Appointments and Improve Efficiency

Missed appointments can be a significant source of lost revenue for any business. The wastage of staff time readily mounts up and with forgetfulness being the primary reason for missing appointments, iRemind provides a comprehensive and sophisticated solution with SMS, Voice and Email reminders controlled easily from the office PC or administration terminal.

A high profile example are Hospitals and Medical Practices where losses incurred through patients missing appointments are in the tens of millions of dollars each year. 10% to 15% of patients fail to turn up for appointments and the figures are similar throughout the Australian health system and Australian business.

iRemind is the most sophisticated yet simple to use appointment reminder service on offer. It is a service hosted by leading Telephony Provider X-on and costs very little to maintain with reminder unit pricing being extremely low, yet the savings through a reduction in missed appointments is significant.

iRemind Appointment Reminders are now in place in a variety of industries from Hairdressing Salons through to Health, and the improvements in attendance are well attested.

Sophisticated Delivery and Response

iRemind can deliver reminders via SMS, Voice Messages to both mobile and landline phones plus via Email. The option then exists for the recipient to respond either confirming or canceling the appointment. There is also the option for reminder cancellation and rescheduling.

A Service Customers Want

People who miss appointments usually do so inadvertently and suffer some embarrassment as a result. Most are grateful for a reminder and for the option to confirm or cancel the appointment if need be. It displays a much appreciated interest in the client on the part of the business or institution.

Sports Clubs, Hair and Beauty Salons, Medical Institutions and any business suffering losses due to missed appointments will find their customer interaction revolutionized by implementation of the iRemind service.

Medical Institutions such as Doctor's Surgeries and Hospitals dramatically improve the rate of patient attendance with iRemind incorporated into the booking system. With reminders in place, the reported 10% to 15% of appointments which are missed are almost entirely eliminated, resulting in better use of medical staff time and resources.

Hair and Beauty Salons, Sports and Health Clubs, Gymnasiums, Physiotherapists, Chiropractors, Naturopaths and a large array of businesses can benefit from utilization of iRemind, virtually eliminating non-attendance and maximizing staff and practitioner efficiency.

Information and Marketing Tool

iRemind can also be employed to advise patients or clients of changes in office hours or services, or even be used as a marketing tool promoting upcoming events or new services.

Appointment Reminders via SMS, Voice and Email

The iRemind service can be set up in a number of ways to accommodate the requirements of the client. iRemind can be tailored to meet the needs of a variety of business activities and can be successfully integrated with a range of software booking systems. In essence, iRemind is a simple appointment reminder service but the underlying sophistication allows us to provide a solution for nearly every situation.


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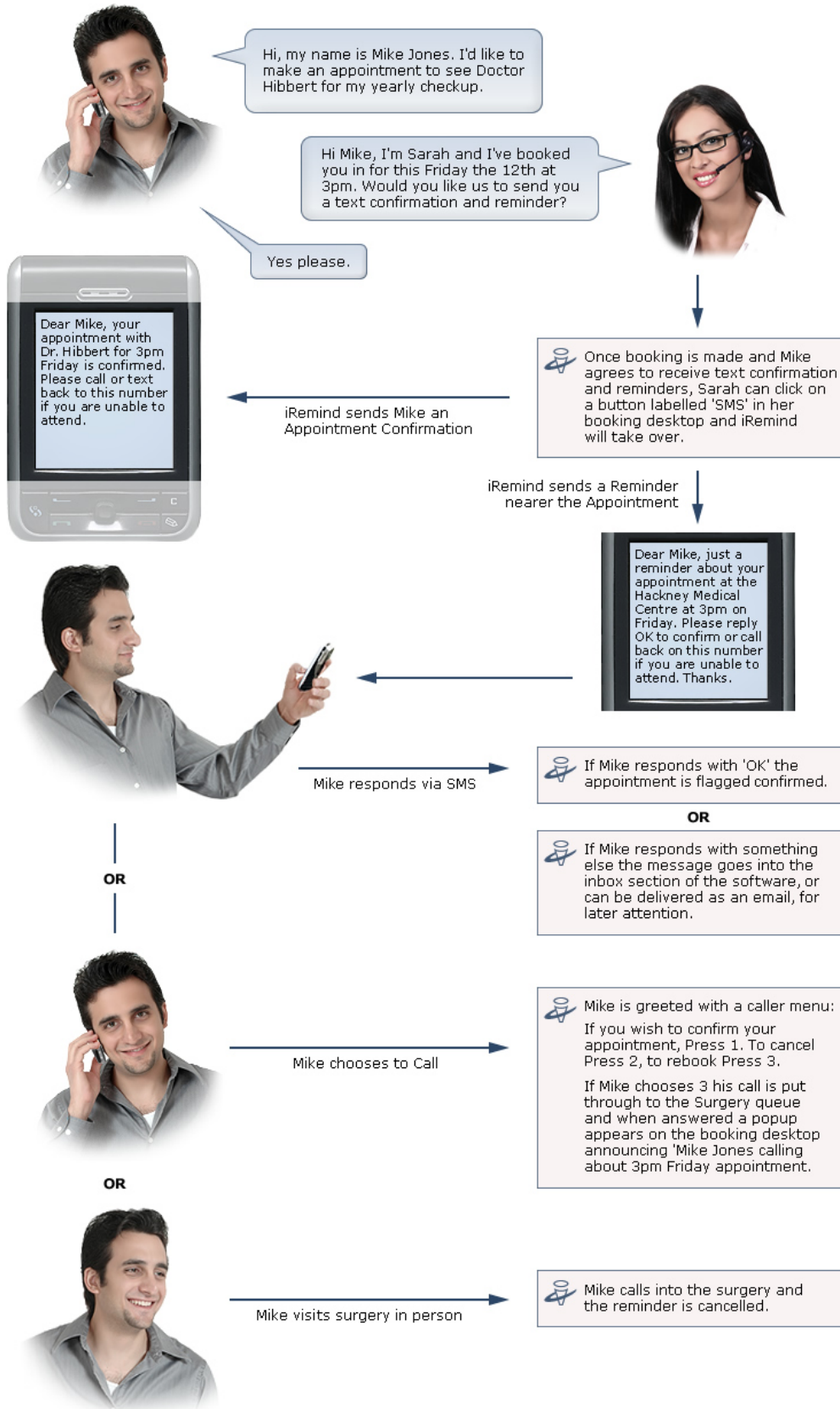


Reduce Missed Appointments.
Improve Efficiency. **REDUCE COSTS!**

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A Medical Centre Example



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Reminder Options

A number of variations are possible, for example the original appointment does not have to be made over the phone if the mobile number is known through an existing client database.

For phone's unable to receive an SMS a voice call reminder using a pre-recorded prompt is an option, for example: "Hello this is an appointment reminder from Bondi Medical Centre. Your appointment is booked at [constructed time] on [constructed date]. Press 1 to confirm, press 2 to cancel, or press 3 to be connected to the Medical Centre to rebook."

Where desired the reminders can be sent as an email with responses handled in a similar manner to that depicted in the example above.

iRemind SMS, Voice and Email Appointment Reminder Features

iRemind comprises a range of features which position the service as market leader. Ease of use and comprehensive facilities ensure that customers and staff alike will find the service an asset.

With a significant reduction in the number of missed appointments, iRemind will ensure staff efficiency is maximized, customers are happy and that losses through non-attendance are kept to a minimum.

Features:

Combination of SMS, Voice and Email Reminders

Customers can be reminded of upcoming appointments by SMS, Voice and Email or any combination of these. Voice reminders can be delivered to either Landlines or Mobile Phones.

Recipient response to Reminders via SMS or Voice

A recipient can respond to a reminder either with a text message (OK, CANCEL etc.), or by calling the number from which the SMS originated.

SMS responses delivered via Instant Messaging or Email

SMS responses can be delivered back to your booking system desktop via integration with Instant Messaging, or via email.

Voice responses to IVR or Voice Messaging Service

Voice responses can be to an IVR ("Press 1 to confirm your appointment, or 2 to rebook") which may include a voice messaging service delivering the verbal response to your booking system desktop.

Reminder Cancellation and Rescheduling

Recipients have the option of canceling any further reminders or rescheduling the reminder.

Handset Message Receipts confirm Reminder received

A message receipt from the recipient's handset will confirm that the message has been received.

Integration with In-House Booking Systems

We can integrate iRemind with most in-house booking systems and software packages allowing for administration of the appointment reminders from within a familiar environment.

Multiple Network Connections

We monitor and route through several network connections for best quality and performance.

Integration with X-on's PhonePresence Virtual PBX Service

PhonePresence is a comprehensive Virtual PBX and Call Management solution. The iRemind service can be integrated into a PhonePresence hosted package thereby increasing the options available. For example, the recipient's voice response may be packaged with the data from the reminder and delivered as a phone call to the desktop of the person doing the bookings, with a popup showing the original reminder and appointment details.

Inbound integration is also possible so an agent receiving a call through PhonePresence can press a single key to capture the caller's mobile and schedule a reminder while the caller is on-line, or through the caller selecting IVR menu options.

[Click here for more information on the PhonePresence service.](#)

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iRemind is Cost Effective for a Range of Activities

Some Examples:

-  **Health Services**
 - General Practice
 - Hospitals
 - Chiropractors
 - Dentists
 - Veterinary Surgeries
 - Hypnotherapists
 - Consultants and Specialists
-  **Education**
 - Schools
 - Colleges/Universities
 - Adult Education
-  **Motor Trades**
 - Motor Mechanics
 - Panel Beaters
 - Car Detailers
-  **Sports and Leisure**
 - Gymnasiums
 - Bowling Alleys
 - Tennis Courts
 - Swimming Instructors
 - Personal Trainers
 - Extreme Driving Experience Tracks
 - Skydiving Clubs
-  **Government**
 - Councils
 - Libraries
 - MP Offices
-  **Hair and Beauty**
 - Hair Salons
 - Tanning Salons
 - Nail Parlours

iRemind Pricing

In addition to providing the most comprehensive array of features, iRemind is also competitively priced and is significantly more cost effective than its competitors.

The losses incurred through missed appointments can be considerable and as such the iRemind service presents excellent value and is extremely cost effective.

Integration Costs

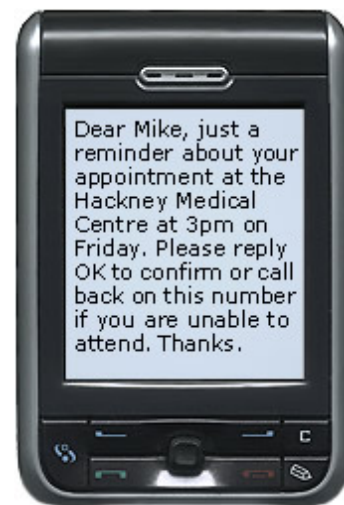
Integration with in-house booking systems and software packages, or with the PhonePresence Virtual PBX service, incur additional costs.

Peace of Mind

iRemind is a wholly owned product of Storacall Technology Ltd T/A X-on, incorporated in 1979 and since wholly involved in the development and sales of voice telecommunication products. X-on has interconnects with UK and Australian Telephone Networks and the Internet at resilient data centres spread across multiple locations.

The client base ranges from small enterprises to the FTSE 100 quoted and public sector organizations. X-on recognizes that quality of customer service is a key concern to organizations wishing to outsource and prides itself in a client base that will attest to a personal and responsive approach.

For further information please contact our **Sales Team** on **1300 110 330**.



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