

# MEDICAL PHONE SYSTEM TO INFORM PATIENTS

Call 1300 110 330

## iREMIND

CONNECTING WITH PATIENTS



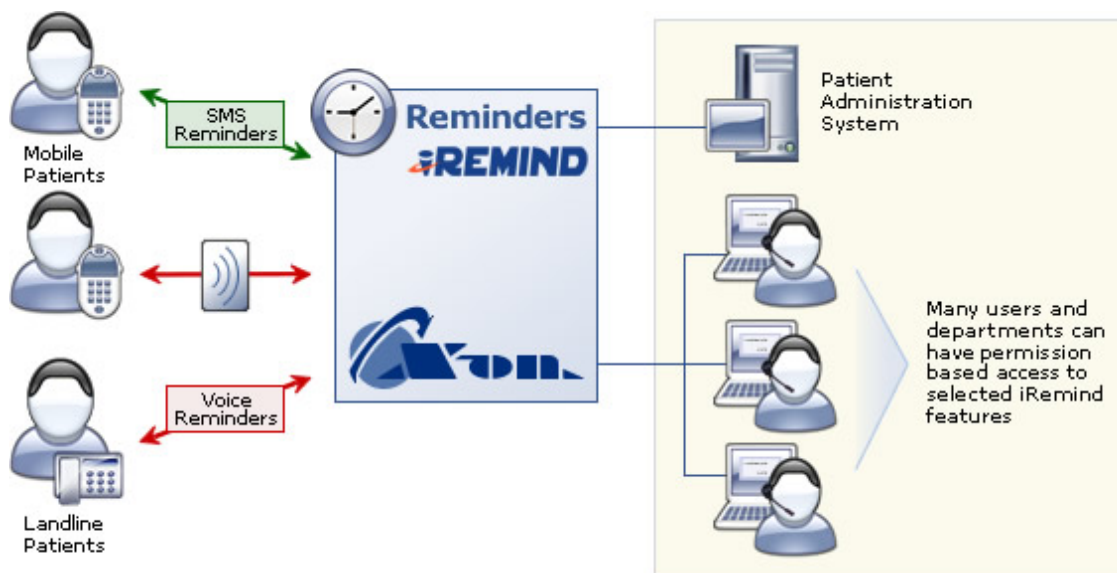
### iRemind Appointment Reminders

#### Outbound Patient and Staff Communication System

#### Reminders, Campaigns and Emergency Notification using SMS, Voice Calls and Emails

iRemind Appointment Reminders is a multi-user, multi-departmental hosted service that delivers reminder messages to patients thereby avoiding expensive missed appointments. But more than this, individual users and departments can also be given access to drive preventative and data gathering campaigns, and the system can be used for staff contact in the event of emergencies or staff shortages.

A single Reminder system can be deployed throughout an NHS Trust to bring measurable cost benefits in reducing 'Do Not Attend's', at the same time improving communication with patients and creating savings in preventative care.



Appointment Reminders can work as a stand-alone system, or integrated with patient administration systems.

### Reminders

10-15% of Hospital patients who fail to turn up have mostly simply forgotten their appointment. This is a waste of staff time and revenue that can be measurably reduced with a reminder service.

The iRemind reminder module is a two-way communication tool that can hold different reminder templates to suit various specialties and applications - appointment reminders, check-up reminders, medication.

#### iRemind Appointment Reminders

- SMS or Voice calls can be chosen to suit patient profile
- Multilingual options provide service to different ethnic groups
- Interactive dialog with patient for Confirm, Cancel or Rebook by SMS or Voice Call
- Voice Calls can be natural speech or synthesized (Text to Speech)
- Voice Calls can connect to live operator for better patient experience
- API for integration with appointments systems
- Template driven or ad-hoc/free text reminders
- Secure messages, protected by PIN or date of birth
- Effectiveness measured through reports

## Campaigns

Contacting groups of patients can be valuable in preventative and proactive care. Examples include targeting high risk groups for flu jabs, asthma clinics and smoking advice. Using Appointment Reminders, the cost of the exercise can be reduced to 3-5% of that involved with traditional mailings, and with measurably increased effectiveness.

Appointment Reminders are a two-way communication tool, meaning patients can respond to SMS and voice calls, either with simple acknowledgements or more detailed information, providing valuable data capture.

### iRemind Appointment Reminders Campaign

- SMS or Voice calls can be integrated in single campaigns
- Single campaigns, scheduled repeats or sequences over long periods
- Interactive voice or SMS dialogues with patients to capture data
- Qualitative data capture through voicemail responses
- Compare different approaches or messages on random and control samples to measure effectiveness
- Flexible patient grouping through internal parameters or external data import
- Statistical reporting package

## Ad Hoc Messaging

Reminders can be used for ad hoc messaging to individual, or groups of, patients and staff using either SMS or automated voice calls. Since the iRemind console can be reached through a secure Internet or Intranet connection, this gives a valuable communication tool throughout the organization.

Applications include availability of test results and medication, appointment cancellations, inter-staff communication and referrals.

### iRemind Messaging

- SMS messaging to patients or staff
- Response messages delivered to console or via email to sender
- Audit trail of messages sent

## Emergency Alert

In an emergency, it is often required to contact large groups of staff in a short time with limited resources. The iRemind Alert Notification tool allows preset templates to be created, known as Scenarios, and invoked in times of crisis.

Examples of usage include building evacuations, staff call-up due to shortages, major incident support, pandemic.

### iRemind Alert

- Emergency notification via SMS, Voice and/or email
- Multiple contact numbers per staff member
- Real time view of notification success
- Multiple scenarios stored for quick action
- Option for response mechanism (will/will not attend)
- Audit reporting
- Optional PIN access to recorded messages
- Dial-back voice noticeboard for more information/status updates

## System Features

### Up to 999 Administration Users

Logging in to the system is through a secure Internet browser connection. Users can be defined to have different administrative privileges. This means, for example, that some users could administer reminders, whereas others have access to campaigns or alerts.

### Up to 9999 in Staff Database

Staff database is for use in alerts and ad hoc messaging.

### Natural Voice or Text to Speech Options

Appointment Reminders can be configured to use either natural voice or synthesized voice during voice calls.

**Telecoms Features** The system can use a variety of industry standard techniques for determining when a call has been answered by voicemail, or when an SMS is received at a mobile handset.

### Reporting

Appointment Reminders come with an on-line reporting and audit package available through the secure web interface.

### System Features

#### Security and Confidentiality

All services comply with industry requirements for data security and patient confidentiality. X-on is registered under the Data Protection act and has been audited by a number of organizations including the DCA. The system may be configured to store patient data or in 'use and forget' mode e.g. where data is only available for the reminder and response period.

#### Integration

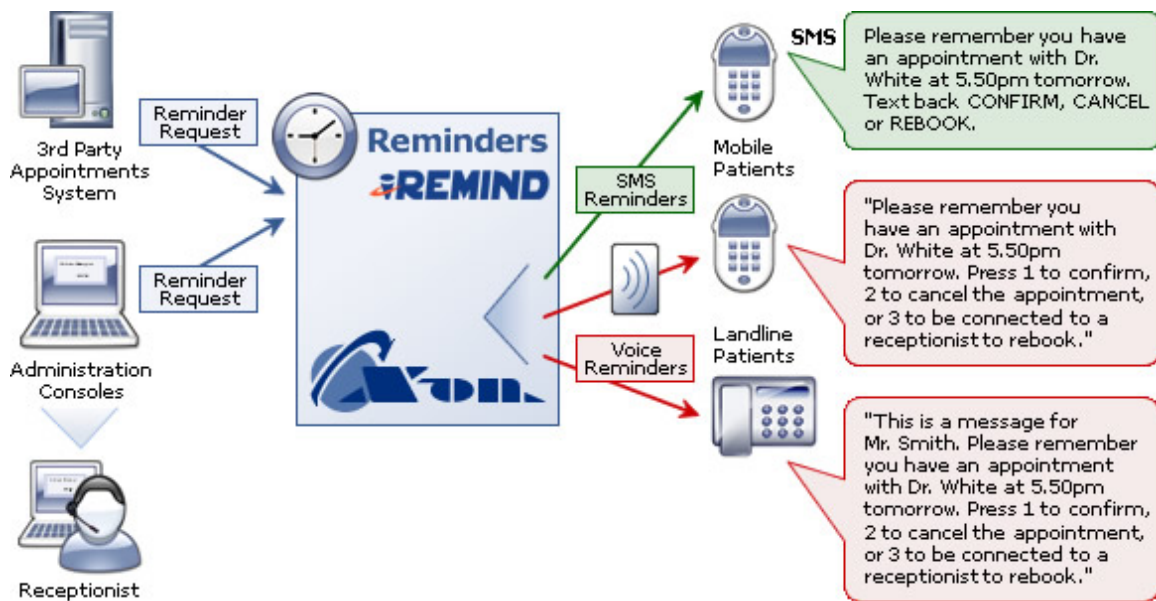
iRemind has a published API, and integration packages for common patient admin systems are added as required.

#### High Capacity and Resilience

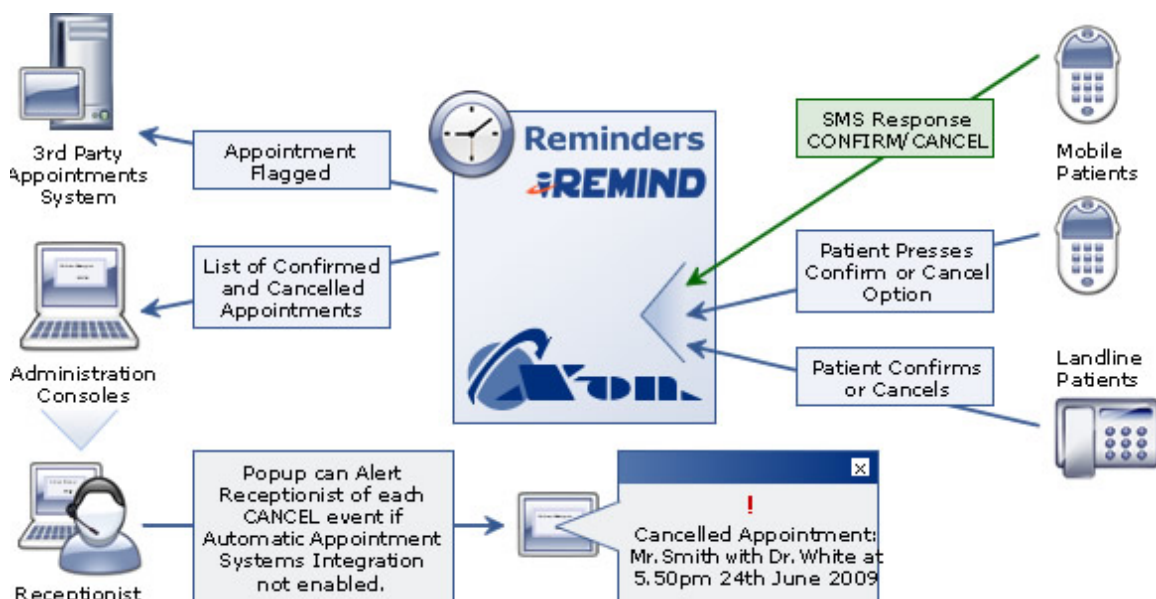
X-on's systems have capacity for thousands of simultaneous voice reminders and SMS throughput in excess of 100 per second. Systems are based across three geographically distant data centres for maximum availability.

The following diagrams provide an insight into how iRemind Appointment Reminders handle Outbound Reminders, Cancel and Confirm Responses and Rebooking.

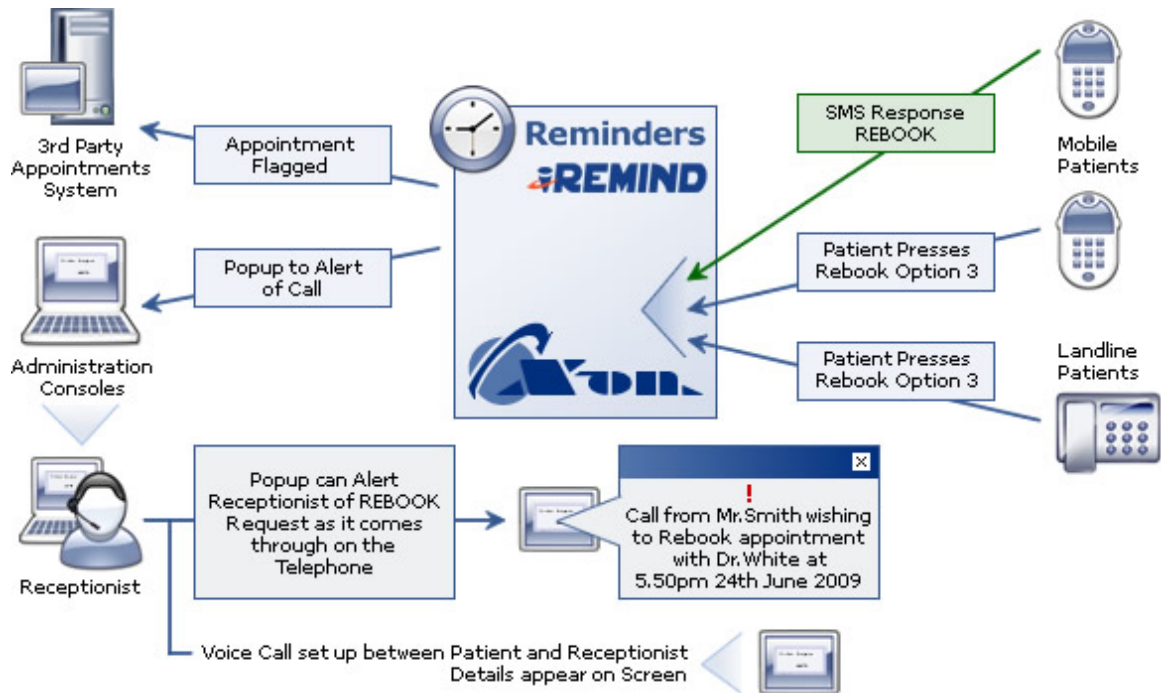
#### Outbound Reminders



#### Confirm or Cancel Response



### Rebook Response



### iRemind Appointment Reminders

iRemind Appointment Reminders provide Health Authorities with a flexible and comprehensive tool for keeping patients informed while reducing missed appointments and minimizing wastage of resources.

iRemind Appointment Reminders Save Money.

### X-on

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 the UK and Australian Telephone Networks and the Internet at multiple resilient data centres.

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 more information please Contact **Sales** on **1300 110 330**.