

# PhoneTree® Healthwave™

## Patient Messaging System



PhoneTree's outgoing automated patient messaging system fully integrates with PBSI-DOC scheduling software and has been enthusiastically received by PBSI clients. With 2 different options available, Desktop (in which you own the equipment) and Hosted Online Service, there is no hardware to install or maintain, with each providing affordable plans. Integrating Healthwave into your daily routine will improve patient communications and loyalty, while recovering lost revenues from missed appointments and freeing staff time from manually making calls.

Benefits	Features	Results
<ul style="list-style-type: none"> <li>Reduces no shows</li> </ul>	<ul style="list-style-type: none"> <li>Automates appointment confirmation</li> <li>Unique message to each patient</li> </ul>	<ul style="list-style-type: none"> <li>Brings in previous "no shows"</li> <li>Identifies canceled slots to fill</li> </ul>
<ul style="list-style-type: none"> <li>Pleases patients</li> </ul>	<ul style="list-style-type: none"> <li>Patients receive helpful, friendly, concise reminder calls</li> <li>Protects patient privacy</li> </ul>	<ul style="list-style-type: none"> <li>Patients appreciate reminders</li> <li>Improved patient retention</li> <li>Obtain word-of-mouth referrals</li> </ul>
<ul style="list-style-type: none"> <li>Integrates with PBSI-DOC Appointment Scheduling</li> </ul>	<ul style="list-style-type: none"> <li>No re-keying since reminder calls are automatic</li> <li>More patients called in less time</li> </ul>	<ul style="list-style-type: none"> <li>Eliminates manual reminder calls</li> <li>Increases staff efficiency</li> </ul>
<ul style="list-style-type: none"> <li>Reduces voice mail</li> </ul>	<ul style="list-style-type: none"> <li>More patient calls answered "live"</li> <li>More time for incoming calls</li> </ul>	<ul style="list-style-type: none"> <li>Reduces staff frustration</li> <li>Improves patient satisfaction</li> </ul>
<ul style="list-style-type: none"> <li>Quick return on investment</li> </ul>	<ul style="list-style-type: none"> <li>Increases revenue</li> <li>Reduces expenses – frees staff for other duties</li> </ul>	<ul style="list-style-type: none"> <li>Lowers no shows by as much as 75% (case study: <a href="http://www.phonetree.com/study">www.phonetree.com/study</a>)</li> </ul>

### Your practice can benefit from other PhoneTree® uses:

- ❖ Appointment reminders to help keep your schedule full and efficient.
- ❖ Missed appointment reminders to let patients know they need to call and reschedule.
- ❖ Recalls to remind patients it's time to schedule next appointment.
- ❖ Notifications to patients of new/improved services your practice now offers.
- ❖ Inform patients of community concerns (flu virus or other illnesses).
- ❖ Request patient to call the office for discussion of patient matters.
- ❖ HIPAA compliant.

### What PBSI PhoneTree® clients are saying...

*"Since we started using PhoneTree®, we have definitely noticed an increase in our revenue. We used to have numerous missed appointments, however, now that's a thing of the past. We have become dependent on this system and would recommend it to anyone."*

Donna Nadeau, Drs. Godfrey, Godfrey, & Eklund

*"PhoneTree® has reduced our number of no shows. In fact, we've had patients complain if they do not get the reminder call."*

Marie Merriman, Central Ky. Medical Group Inc.

**Interested?** Contact PBSI Sales at (800) 626-2306 or email [sales@pbsinet.com](mailto:sales@pbsinet.com).



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*"Helping clients achieve success – since 1983"*