

PhoneTree Lab[®]

Automated Lab Results System



PhoneTree Lab[®] is an automated patient messaging system that permits secure patient access to lab results as soon as they're available, 24 hours a day, 7 days a week. Results are available through personal voice mailboxes with unique ID numbers so patients can conveniently and confidentially retrieve their lab results. PhoneTree Lab[®] eliminates staff interruptions by automating the entire lab results delivery process – particularly “normal” results.

| Benefits | Features | Results |
|---|--|---|
| <ul style="list-style-type: none"> ● Pleases patients | <ul style="list-style-type: none"> ■ Reduces patient anxiety waiting for result ■ Patients have 24/7 access to lab results ■ PIN# system projects professionalism & confidentiality | <ul style="list-style-type: none"> ✓ Reduces patient stress level ✓ Patients appreciate convenience ✓ Increases patient confidence |
| <ul style="list-style-type: none"> ● Improves staff efficiency | <ul style="list-style-type: none"> ■ Automates lab results delivery process ■ Dramatically reduces incoming calls ■ Greatly reduces return calls to patients | <ul style="list-style-type: none"> ✓ Reduces staff phone interruption ✓ Frees staff for other duties ✓ Lowers staff stress level |
| <ul style="list-style-type: none"> ● Protects HIPAA privacy | <ul style="list-style-type: none"> ■ Each patient receives personal mailbox ■ Messages retrieved with unique PIN#s ■ All calls logged and tracked | <ul style="list-style-type: none"> ✓ Secure and confidential ✓ HIPAA compliant ✓ Documents HIPAA compliance |
| <ul style="list-style-type: none"> ● Pro-active reminders | <ul style="list-style-type: none"> ■ Call to remind patients who have not retrieved results | <ul style="list-style-type: none"> ✓ Patients appreciate follow up |
| <ul style="list-style-type: none"> ● Improves practice profits | <ul style="list-style-type: none"> ■ Eliminates cost of mailing lab results ■ Productivity – fewer interruptions | <ul style="list-style-type: none"> ✓ Reduces expenses ✓ Increases revenue |

Patient lab results available all day, every day!

Call PBSI Sales (800)626-2306



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“Helping clients achieve success – since 1983”