Advanced Data Systems Corporation™
Innovation and Excellence in Healthcare Systems Since 1977

Medicall™

Automated Patient Contact Via Phone / Text / Email Helps Keep Waiting Rooms at Capacity and Patients Informed!

There's more to contacting patients than simply reminding about appointments, and Medicall does it all!

Medicall is a true patient contact service for:

- "soft pay" reminders

- alerts that lab results are ready

- general practice information

- appointment reminders for upcoming appointments

- reminders to schedule your next appointment

Medicall operates "in the cloud" with notification formats that include automated, interactive telephone calls / emails / texts

Phone Calls

- Automated phone calls to the patient's preferred phone number (home, cell, office, etc.)

- Phone messages are recorded using real voices familiar to patients

- Practice's phone number is displayed on Caller ID

- System will make "multiple attempts" for all non-connected calls

- For appointments, patients can press 1 to confirm or 2 to reschedule directly from the message
  - Call results are uploaded to the ADS Scheduler for quick visualization of patients called

Emails

- Email reminders with "quick clicks" for patients to confirm or cancel
  - Click results are uploaded to the ADS Scheduler for quick visualization of patients called

- Email templates are customizable by the practice

- Emails may contain links to directions or any other online resource

- Practice can receive real-time notifications of delivery and responses

Texts

- Texts contain up to 140 characters

- Links can be embedded if within the 140 characters

- Patients can confirm or cancel via text

- Practice can receive real time notifications of delivery and responses

Medicall can also be used in phone / email / text format for:

- "Soft pay" reminders to patients about balances owed

- Reminder to contact the practice to schedule appointment
  based on date of last visit, reason, etc.

- System retains email / text notices if needed for future reference

- Alerts to patients that lab results are available

- General informational messages to patients about the practice such as:
    - New procedures being performed

    - Physicians / staff who recently joined the practice

    - New hours / change in hours / locations, etc.

    - Inclement weather closings

The practice controls the frequency and timing of Medicall's use regardless of reason for contact or format.

Messages and alerts are customizable by the practice, and telephone messages are professionally recorded with live voices.

A variety of reports can be compiled on calls / emails / texts to patients.

Medicall is versatile, affordable, and easy to learn and use.

Contact ADS or TelTech Systems for more information on Medicall, and to schedule a personalized system demonstration.

1263