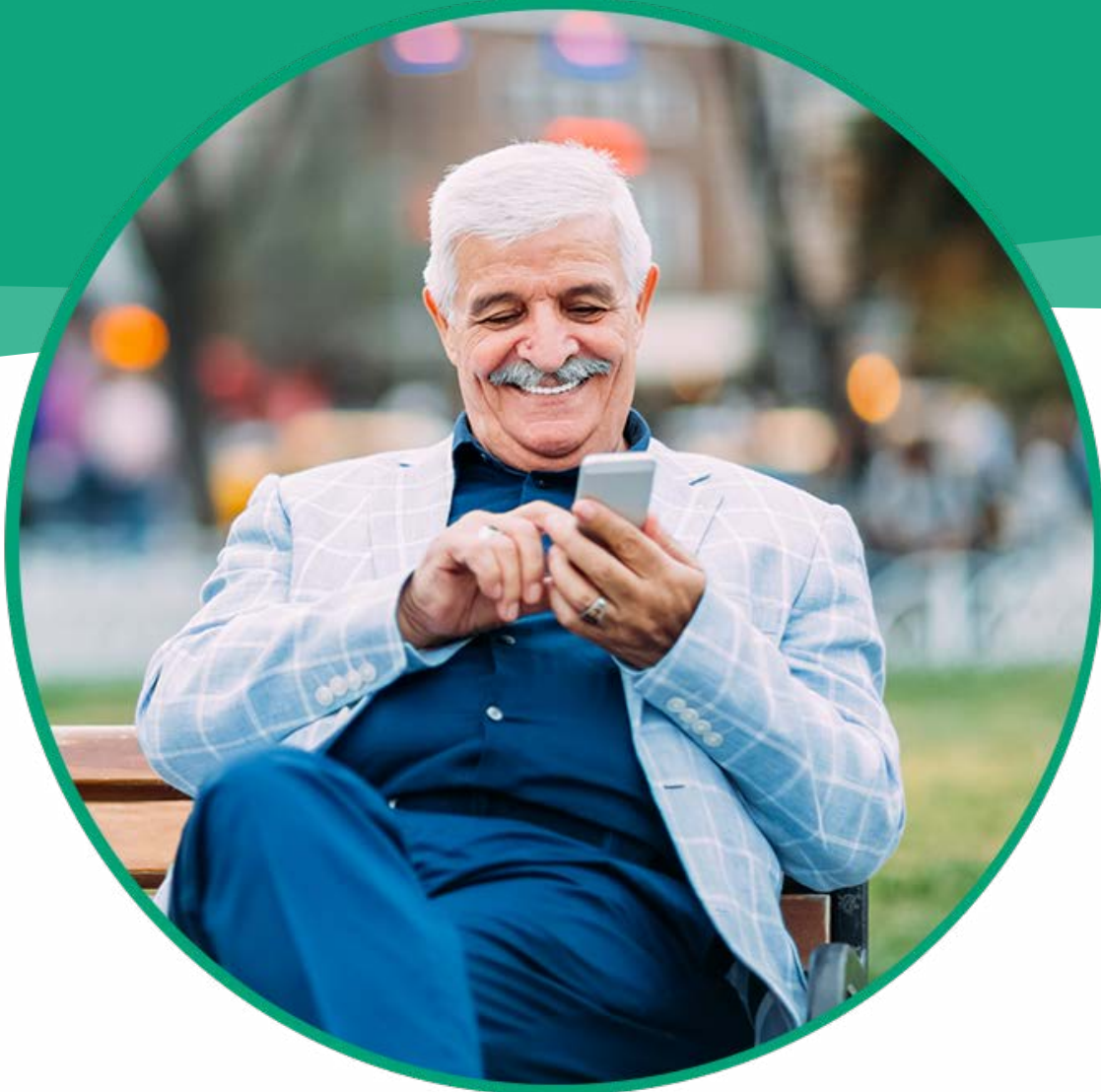




# Automated Messaging

*Key Features & Message Types*



# *Patients want convenient, personalized communications. Automated messages are the solution.*

Effectively connecting with patients is the goal of any healthcare organization. But with patients' lifestyles growing increasingly busy, it's critical that you interact with them when and how they prefer.

Stericycle Communication Solutions' customizable messaging solutions ensure you reach patients at exactly the right time via the right channel, ultimately helping you strategically enhance patient experiences and improve operational workflows and overall ROI.

## **Create more engaged patients with automated:**

- Text Messages
- Email Notifications
- Voice Calls

### **Follow-up Messages**

Send pertinent follow-up information to increase patient satisfaction and decrease readmissions

### **Preventative Care**

Provide patients with relevant health tips or annual exam reminders to drive better outcomes

### **Billing Reminders**

Deliver timely billing reminders to help patients proactively address necessary payments



### **Appointment Reminders**

Lower no-show rates by sending your patients a reminder before upcoming appointments

### **Message Broadcast**

Quickly notify patients of inclement weather, holiday hours, construction, staff absences, and more

### **Program Promotion**

Inform patients about programs, workshops, flu shot clinics, and other important initiatives

# How It Works

Our automated messaging technology ensures your organization can consistently deliver meaningful messages to your patients in a way that best fits their unique lifestyle.



Real-time integration  
with your EHR  
& PM solution



Multiple message  
consolidation for  
single households



Customized  
messaging  
protocols



Self-service custom  
notification tool



Rapid retry of  
busy signals



Mobile number and  
land line detection



Voicemail and  
live answer detection



Professional  
voice recording



Interactive  
texting



# Valuable Insights at Your Fingertips

Our user-friendly, real-time reporting console enables your organization to make data-driven decisions that can optimize patient engagement and loyalty. With our support, patient communication information is readily viewable from one central location.

## Dashboard

Easily view analytics, reporting, and statuses of all messages and reminders sent each day



## Advanced Search

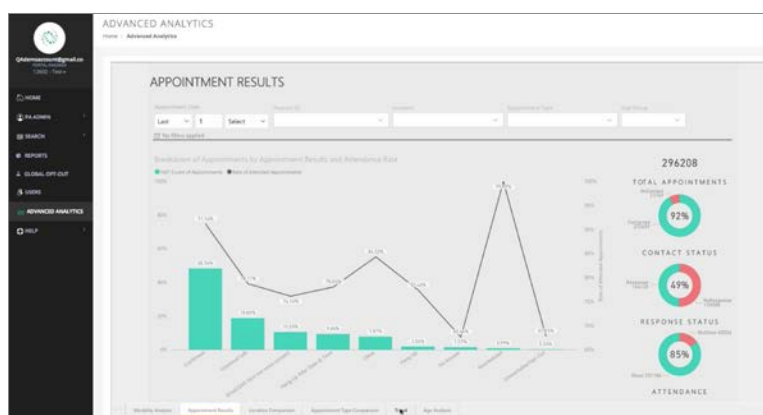
Quickly access individualized patient, provider, location, and appointment data

## Convenient Reporting

Keep track of daily appointment and message data by accessing and creating custom reports

## Robust Analytics

Break down interaction insights by modality, appointment results, and trends



## Easy Management

Modify individual user functions, including user roles, profiles, and patient preferences

Ready to discover how your organization can enhance patient engagement, streamline operations, and increase revenue through our automated messaging solutions?

Visit us at [www.stericyclecommunications.com](http://www.stericyclecommunications.com) or give us a call at **1-855-669-7080**.