

What makes *NightingaleRemind* unique?

NightingaleRemind is the only appointment confirmation service completely integrated with *Nightingale OnDemand*. Call results are posted back to your schedule instantly. *NightingaleRemind* is also the only system that learns the behaviour of your patients, ensuring all reminders are sent at times with the highest connection probability.

Is *NightingaleRemind* customizable?

Every aspect of *NightingaleRemind* can be configured to deliver optimum effectiveness and results, including **appointment reminders** recorded by professional voice actors. No robot calls!

What are the security features of *NightingaleRemind*?

NightingaleRemind is hosted in the same secure, high-availability data centre as *Nightingale OnDemand*. In addition, the messages can be made completely generic (just location and time) so that nothing personal is revealed.

How can I get started?

Contact Nightingale today at **1.866.852.3663** to learn more about how your practice can use *NightingaleRemind* to maximize your schedule, raise staff morale, strengthen your patient relationships and reduce costs.

Nightingale **REMIND**

Nightingale

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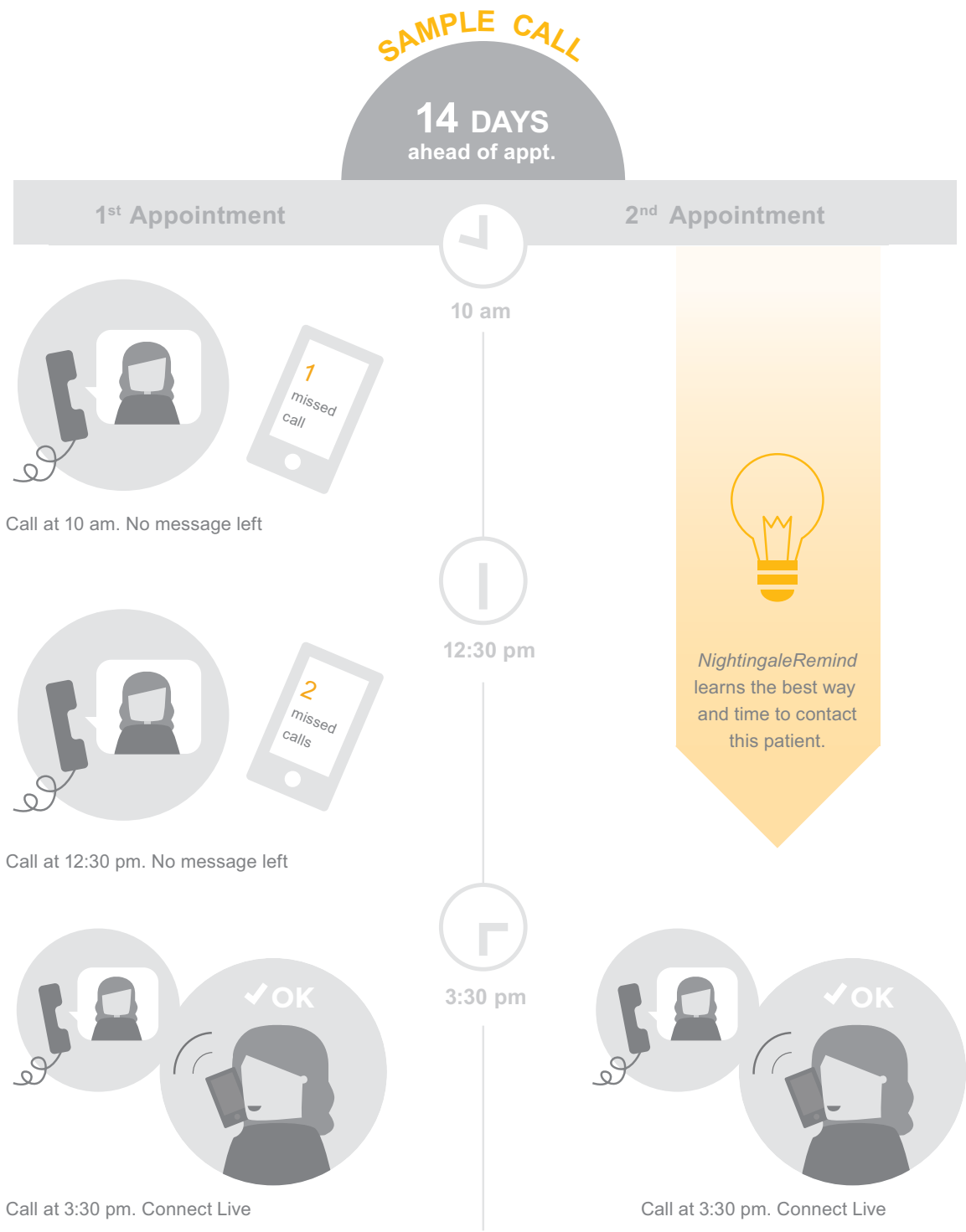
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MISSED APPOINTMENTS ARE A DISRUPTIVE HEADACHE

When patients miss their scheduled appointments, the flow of care is interrupted, your team's productivity declines and everyone gets frustrated at the disruption to their day.

Reminding patients of their appointments is the only solution, but calling each one is a time-consuming process – for some as much as 3hrs each day!

With *NightingaleRemind* you can break this cycle of frustration, keep your staff and patients happy without any additional workload. *NightingaleRemind*, powered by Patient Prompt®, offers the industry's leading patient communication and appointment reminder service. It is the only service completely integrated with *Nightingale OnDemand* – providing you a seamless reminder experience.



NightingaleRemind leverages Patient Prompt's advanced Smart Calling Technology™ so it learns the optimal time and method to contact your patients based on their past confirmation behaviour. This means that fewer attempts are needed to confirm appointments and your patients aren't bombarded with reminders.



HOW IT WORKS

Through a dedicated connection, *NightingaleRemind*:

- 1 Takes a snapshot of your *Nightingale OnDemand* schedule
- 2 Contacts your patients by voice call and/or text (SMS) messages
- 3 Allows patients to confirm or choose to be connected directly to your office line
- 4 Posts the results of the reminder back to your *Nightingale OnDemand* schedule.

NightingaleRemind can be completely personalized to suit your practice and your patients. You can choose just those schedules and appointment types that you want reminders for. You can also suppress reminders to specific patients and you can personalize the message that patients hear – including greeting, location and appointment instructions.

Let's consider a typical example. Suppose you see 20 patients a day. That means:

- 2 patients each day will miss their appointment
- ~4-8 other patients will be impacted
- \$80 in revenue will be lost (based on an average of \$40 per appointment)
- \$16,000 in lost revenue annually (based on an average of 200 working days)

Learn how *NightingaleRemind* can help you regain that lost revenue while also improving staff and patient satisfaction in your practice.

Contact us at 1.866.852.3663 today.