

# MediCall

**Interactive Voice Response**

**Increase office efficiency and decrease "No-Shows".**

# Create multiple scripts to meet your needs

Customized Automated messages for:

- Appointment reminders
- Recalls
- Vaccine notification
- Specialized appointment types
- Lab results notification
- Community outreach programs  
and more



MediCall provides real voice recorded messages customized to fit your practice needs. MediCall is interactive and personalized too!

## MediCall:

- ➡ Promotes Office Efficiency
- ➡ Reduces staff time on the phone
- ➡ Decreases **"NO-SHOWS"**
- ➡ Increases practice ROI
- ➡ Improves patient service
- ➡ Customized messaging
- ➡ Affordable

*All I have to say is WOW! What a difference this application has made to our practice! Our no show rate is substantially less. We elect to schedule a reminder call 48 hours before the patient's appointment. The early reminder allows our patients to give us more notice if they need to change their appointment day thus allowing us to fill that slot with another patient...*

Diana Hansen, Administrator

NEUROLOGICAL SURGERY

# How MEDICALL interfaces with MediTab IMS

**MediCall**, interfaces with the MediTab IMS scheduler, automating the process of file transfer to and from our secure server. This process allows your staff to view the Call Results within the patient scheduler, making the process more efficient.



# IMS Patient Indicator

Call Results are automatically uploaded back into IMS displaying an **asterisk** next to the patient's name indicating they were called.



Screenshot of the IMS Schedule Entry (10/20/2010 Wednesday) window. The interface shows a list of patients on the left and a detailed form for the selected patient on the right. The patient's name is marked with an asterisk (\*). The form includes fields for Patient, Time, Duration, DOB, Address, Primary Doctor, Procedure, Room, Case, Auth. No., Office, Note, Confirm, Appointment Reminder, Authorization, and Insurance. A table at the bottom shows Pt. Insurance(s), ID, Priority, Start Date, and End Date. Buttons for Send Inquiry, Eligibility History, Ok, and Cancel are visible.

Pt. Insurance(s)	ID	Priority	Start Date	End

# Easy as 1..2..3..

1. A TelTech Systems technician remotes into your computer system to setup the automated file transfer in about 45 minutes.
2. Your customized message is voice recorded to your specifications
3. Patient's begin receiving calls that night

The following slides display how the *Call Result* are displayed within *IMS scheduler*.



# Call Results Indicators

**IVR** - If a patient **DOES NOT** want to receive a call choose **NO** in the drop down menu. Otherwise default will be set to YES.

**CONFIRM - YES** Indicates patient pressed indicating key.

**NO** Indicates patient did not press key or message was left on answering machine.

**STATUS** - Indicates type of connection.

*See next slide for explanation.*

# Status Indicators

**Not Called:** N/A

**Called:** Indicates reminder call was made.

**Failed:** Incomplete call indicating possible problem with phone number. Verify patient phone number.

**No Response:** Patient received call but did not press confirmation key.

**Pos Ans:** Message was left on answering machine.



# Call Results: Voice Connection

Schedule Entry (03/25/2010 Thursday) ? ✕

Entered By: ANTICO, ANN Entered Date: 02/25/2010 07:04 AM

Patient\* (?) Time\* 6.45 AM Duration\* 15

Procedure: FOLLOW UP Room:

Case: GENERAL 02 - 00001 - 12/30/03 Autho. No.: Office: 00001

Note: Confirm:  
 Yes  
 No

Appointment Reminder: IVR: Yes Call By: IVR Status: Called Attempt: Reschedule?: No

Authorization:  
 Required:  Medical Pending  
 Insurance: Note:  
 Ref. Dr. (?)

Patient Case Autho. No.

Ok Cancel

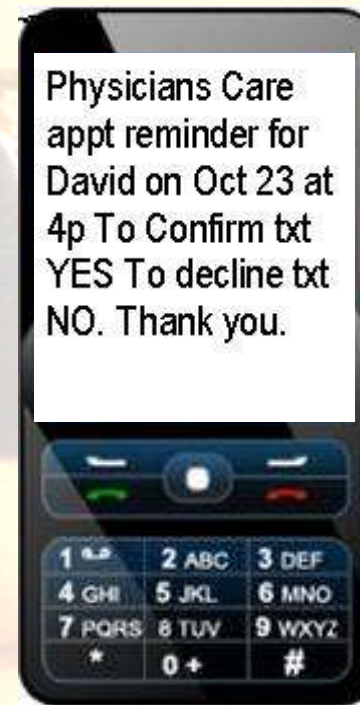
**Voice Connection** indicates the Patient's answer the actual call and press the (1) key to confirm appointment, which is indicated here.

*To assist patients in following through we recommend the staff re-enforce the importance of confirming their appointments.*

# TEXT MESSAGING

Texting reminders are instantaneous.

***Maximum of 140 characters per text message.***



Disclaimer: Teltech Systems is not responsible for additional fees charged by plan providers



# EMAIL MESSAGING

Patients can easily click a button to confirm or cancel an appointment

They can also get directions by clicking on the Map & Directions link.

263 Seventh Avenue  
Suite 5F,  
Brooklyn, NY 11215  
Tel: 718-369-3559

David H Frankel, MD, FAAD

Hi David Frankel.  
Don't forget your appointment with Dr Frankel  
tomorrow August 29 at 02:30PM.

[Confirm Appointment](#)

Please notify us right away if you are unable to  
keep this appointment or press Cancel button.

[Cancel](#)

We look forward to seeing you!

Best regards,  
Dr. Frankel

263 Seventh Avenue Suite 5F, Brooklyn, NY, 11215.  
Phone : 718-369-3559

[Map & Directions](#)

# REPORTING for Text & Email

Delivery notification is displayed using a color change as an indicator

[Home](#)  
[Blotter](#)  
[Status](#)

Patient Search Name:  Phone / Email:   
 Practice Search Name:  Phone / Address:   
 From: 08/26/2012 To: 08/31/2012

Id	Appt Time	Patient	Phone	Email	Practice	Address	Status
93	08/27 15:25	D. Frankel	9148065796	joelsmith@earthlink.net	Dermatology of Dr. Frankel	Brooklyn NY	Sent
94	08/28 17:05	D. Frankel	9148065796	joelsmith@earthlink.net	Dermatology of Dr. Frankel	Brooklyn NY	Sent
95	08/28 23:05	D. Frankel	9148065796	joelsmith@earthlink.net	Dermatology of Dr. Frankel	Brooklyn NY	Sent
96	08/29 14:30	D. Frankel	9148065796	joelsmith@earthlink.net	Dermatology of Dr. Frankel	Brooklyn NY	Confirmed

Notification Details: Appointment ID=96

Send Tm	Type	Destination	Status	Created	Sent	Cancel	Confirmed	Time	Status	De
08/28 13:30	email	joelsmith@earthlink.net	Confirmed	08/28 11:09	08/28 11:28		08/28 11:32	08/28 11:32	Confirmed	
08/28 13:30	text	9148065796	Sent	08/28 11:09	08/28 11:29			08/28 11:29	Sent	19148065796,code
								08/28 11:28	Sent	joelsmith@earthlin
								08/28 11:09	Created	

Reports are accessible from the TelTech Systems Website only at this time.



# SUMMARY

## **MediCall Features:**

Real voice recorded messages

Customized messages

Practice office phone number is displayed in Caller ID

Instructions based on appointment types

Multiple attempts to reach patient for all non-connected calls

Call Results displayed within IMS scheduler

## **MediCall Service:**

**NO** setup fees

**NO** hardware

**NO** contract to sign

**We look forward  
to serving your  
practice.**

**Thank you!**

**CONTACT INFORMATION:**

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