



PROACTIVE APPOINTMENT REMINDERS

GET THE RIGHT PATIENT
TO THE RIGHT PLACE
AT THE RIGHT TIME



Life moves fast, and patients are busier than ever. Missed appointments can alter the schedule of the day causing delays that keep healthcare providers from seeing as many patients as they possibly can, resulting in the loss of revenue generating appointments and procedures.

CSG Proactive Appointment Reminders mitigate this problem. The solution leverages our cloud-based, cross-channel interaction management platform and allows our clients' patients to receive automated reminder calls, SMS/Text messages or emails regarding their previously scheduled appointment. Patients can verify their appointment, dynamically reschedule within the automation or even be connected to a receptionist if they need further assistance. In fact, according to a recent Forrester study, 73 percent of patients stated that they would be interested in receiving an appointment reminder via their choice of Interactive Voice, SMS/Text Messaging or Email.

Appointment Reminders bring immediate value to healthcare professionals and their patients by minimizing missed appointments and reducing the associated costs and inconveniences of callbacks—a problem that costs healthcare professionals time, money, and the ability to efficiently treat as many patients as they can in a day.

CSG Proactive Appointment Reminders solution interacts with your scheduling management platform to deliver messages to customers with pending appointments via their preferred interaction channel, so that appointments can be confirmed to specific times of day or rescheduled to a more convenient time.

CSG bank-grade security and compliance standards meet HIPAA requirements for patient information confidentiality.

FEATURES & BENEFITS

- Reduce costs associated with missed appointments and rescheduling
- Reduces long hold times while increasing patient satisfaction through the use of automated self-service options
- Secure interface with patient management systems provides real-time status queries and transaction processing
- Hunt group feature ensures patients are reached via their preferred contact method
- Automated interactions are a fraction of the cost of receptionist calls and allow receptionists to focus on higher value activities



TOGETHER, YOU WIN.

- Intuitive Web-based tools facilitate the efficient editing of program features and access to comprehensive, real-time reports on attempts, contacts and results
- Reports available both via Web and secured interface

SAMPLE CAPABILITIES

- 24 & 48 Hour Appointment Reminders
- Same-day Reminders
- Dynamic Rescheduling

COLLABORATE. INNOVATE. ACCELERATE. CALL US TODAY.

CSG can help your business launch comprehensive inbound and outbound communication strategies easily and effectively. But that's not all. We go above and beyond, collaboratively working with you to ensure that all of your strategic Customer Communication Management initiatives position you—and your customers—for success.



VOICE

SMS/TEXT

WEB

PRINT

EMAIL

BILLING

ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at csgi.com and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).