

## Increase Revenue

- Reduce patient cancellations and no-shows by up to 70%.

## Improve Productivity

- Free up your staff by saving them an average of 25 phone calls per day, per doctor.

## Improve Patient Compliance

- Enhance patient engagement and satisfaction by automating your frequency of touch.

## Proven ROI

- Achieve a return of up to seven-times your investment.



- No more missed appointments or playing phone tag.
- Reach your patients whenever you want, wherever they are, 90% of text messages are read within 3 minutes.
- Simple, easy to implement, automated campaigns can save you hours of phone time.
- Or send a direct message. Click on the patient's phone number, type a short message and hit send.
- Bad Weather? Broken Equipment? Change in office hours? Send an ad-hoc message to 10's, 100's or 1000's of people simultaneously.

**Request a demo today!**

For a live demo or additional information, contact your SST Group representative at 800-944-6281.

## mConnect Use Cases

### Clinical

- Improve on-time starts
- Reduce no-shows, no go's
- Post acute care follow up
- Recall appointments
- MD appointment reminders
- Surgery and imaging appointment reminders

Hi Sally, remember your appointment is at 10 AM on June 26. Please reply text "YES" to confirm or "RS" to reschedule.

### Population Management

- Impact HEDIS scores
- Appointment reminders
- Screening tool for mammography, prostate, etc.
- Patient notices (lab, pharmacy, radiology, etc.)
- Care Path compliance
- Member satisfaction surveys

Your results are back, and they are normal. If you have any questions, please reply text or call us at [615 - 425 - 4292](tel:615-425-4292).

### Caregivers

- Shared health care journey
- Medical policy reinforcement
- Driver instructions
- Patient education

It is important that your loved one Sally does not eat or drink anything before her appointment this morning at 8 AM. [Click here for a map to our facility.](#)

### Call Centers

Reduce phone calls

Please let us know a convenient time to call you today.

### Financial

- Pre-registration
- Co-pay confirmation
- Online bill payment
- Electronic EOBs
- Fundraising

Hi Sally. Please remember that you may have a co-pay today.

### Consumer Concierge

- Notify office hour changes
- Appointment cancellation or vacancies
- Improve patient satisfaction
- Measure real-time feedback
- Manage patient initiated inquiries
- Consumer education

We apologize for our need to reschedule your appointment today. We have equipment that needs to be serviced.

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