

PhoneTree®

Patient Messaging System



PhoneTree's outgoing automated patient messaging system fully integrates with PBSI-DOC scheduling software and is designed to reduce no shows, increase revenue, and reduce staff workloads. Fully customizable, HIPAA compliant, and easy to implement, PhoneTree Patient Messaging System has been *enthusiastically* received by PBSI clients.

Benefits	Features	Results
<ul style="list-style-type: none"> ● Reduces no shows 	<ul style="list-style-type: none"> ■ Automates appointment confirmation ■ Unique message to each patient 	<ul style="list-style-type: none"> ✓ Brings in previous "no shows" ✓ Identifies cancelled slots to fill
<ul style="list-style-type: none"> ● Pleases patients 	<ul style="list-style-type: none"> ■ Patients receive helpful, friendly, concise reminder calls ■ Protects patient privacy 	<ul style="list-style-type: none"> ✓ Patients appreciate reminders ✓ Improved patient retention ✓ Obtain word-of-mouth referrals
<ul style="list-style-type: none"> ● Integrates with PBSI-DOC Appointment Scheduling 	<ul style="list-style-type: none"> ■ No re-keying – reminder calls are automatic ■ More patients called in less time 	<ul style="list-style-type: none"> ✓ Eliminates manual reminder calls ✓ Increases staff efficiency
<ul style="list-style-type: none"> ● Reduces voice mail 	<ul style="list-style-type: none"> ■ More patient calls answered "live" ■ More time for incoming calls 	<ul style="list-style-type: none"> ✓ Reduces staff frustration ✓ Improves patient satisfaction
<ul style="list-style-type: none"> ● Quick return on investment 	<ul style="list-style-type: none"> ■ Increases revenue ■ Reduces expenses – frees staff for other duties 	<ul style="list-style-type: none"> ✓ Lowers no shows by as much as 75% (case study: www.phonetree.com/study)

Testimonials from PBSI clients

"Since we started using the PhoneTree system, we have definitely noticed an increase in our revenue. We used to have numerous missed appointments, however, now that is a thing of the past. We have become dependent on this system and would recommend it to anyone."

Donna Nadeau, Drs. Godfrey, Godfrey, and Eklund

"The feedback from the staff is that the use of PhoneTree® has really made a difference in reducing the number of no-shows."

Donna Phelps, Healthy Beginnings

"PhoneTree® has reduced our number of no shows. In fact, we've had patients complain if they do not get the reminder call."

Marie Merriman, Central Ky. Medical Group Inc.

Contact more patients in less time at lower cost!

Call PBSI Sales (800)626-2306



PBSI—Positive Business Solutions, Inc.

11880 Kemper Springs Dr. Cincinnati, OH 45240 (513)772-2255 (800)626-2306

"Helping clients achieve success – since 1983"

PhoneTree Lab[®]

Automated Lab Results System



PhoneTree Lab[®] is an automated patient messaging system that permits secure patient access to lab results as soon as they're available, 24 hours a day, 7 days a week. Results are available through personal voice mailboxes with unique ID numbers so patients can conveniently and confidentially retrieve their lab results. PhoneTree Lab[®] eliminates staff interruptions by automating the entire lab results delivery process – particularly “normal” results.

Benefits	Features	Results
<ul style="list-style-type: none"> ● Pleases patients 	<ul style="list-style-type: none"> ■ Reduces patient anxiety waiting for result ■ Patients have 24/7 access to lab results ■ PIN# system projects professionalism & confidentiality 	<ul style="list-style-type: none"> ✓ Reduces patient stress level ✓ Patients appreciate convenience ✓ Increases patient confidence
<ul style="list-style-type: none"> ● Improves staff efficiency 	<ul style="list-style-type: none"> ■ Automates lab results delivery process ■ Dramatically reduces incoming calls ■ Greatly reduces return calls to patients 	<ul style="list-style-type: none"> ✓ Reduces staff phone interruption ✓ Frees staff for other duties ✓ Lowers staff stress level
<ul style="list-style-type: none"> ● Protects HIPAA privacy 	<ul style="list-style-type: none"> ■ Each patient receives personal mailbox ■ Messages retrieved with unique PIN#s ■ All calls logged and tracked 	<ul style="list-style-type: none"> ✓ Secure and confidential ✓ HIPAA compliant ✓ Documents HIPAA compliance
<ul style="list-style-type: none"> ● Pro-active reminders 	<ul style="list-style-type: none"> ■ Call to remind patients who have not retrieved results 	<ul style="list-style-type: none"> ✓ Patients appreciate follow up
<ul style="list-style-type: none"> ● Improves practice profits 	<ul style="list-style-type: none"> ■ Eliminates cost of mailing lab results ■ Productivity – fewer interruptions 	<ul style="list-style-type: none"> ✓ Reduces expenses ✓ Increases revenue

Patient lab results available all day, every day!

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