# Scheduling Assist Module for Referral Management

## What is Scheduling Assist?

Patient communication is a key element of meaningful patient engagement. In most healthcare organizations, hundreds of calls are made each day to patients to schedule appointments and send reminders. Patients that miss calls or do not respond are prompted to call back and often sit through long wait times to speak to the next available representative or must wait for the office hours to open.
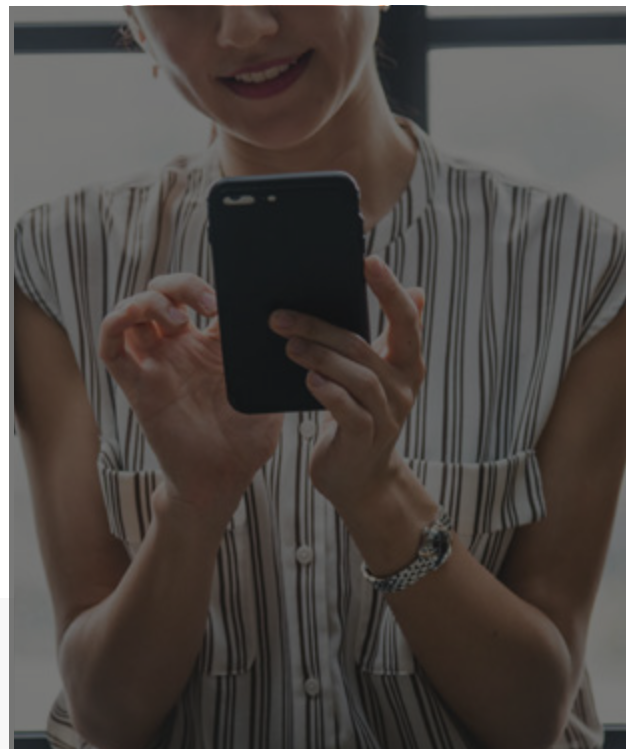
For both healthcare staff and patients, this results in time wastage and frustration. Patients don't end up getting the care they require in a timely manner, and staff becomes over burdened with manual tasks.

Automated patient outreach tools, like the Scheduling Assist module from CapturePoint, simplifies the process of contacting patients, scheduling appointments, and reminding patients of information leading up to an appointment. Scheduling Assist is a 24/7, multilingual chatbot assistant for engaging patients, using 2-way interactive texting, automating workflows and making transactions directly in your EHR.

## Scheduling Assist Features

- ✓ Preventive care recall with option to self-schedule
- ✓ Chronic care follow-up or recall with option to self-schedule
- ✓ Appointment reminders with options to confirm, cancel, or reschedule
- ✓ No-show follow up with option to reschedule appointment
- ✓ Pre and post procedure follow up with alerts to care team
- ✓ Patient surveys and online reviews
- ✓ Medication fulfilment to boost adherence

The majority of patients are using text messaging on their smartphones – Pew Research states 97 percent of all Americans use text messaging.

# Benefits

Text messages have emerged as a key technology to conduct patient outreach. Unlike a patient portal, text message reminders reach the patient directly in their text inbox and remove barriers of communication.

### Boost Productivity

Reduce the amount of phone calls needed to schedule an appointment, while reducing manual data entry and minimizing workflow disruptions.

### Enhance User Experience

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### See More Patients

Reduce the amount of no-show patients and recall patients by automatically following up with them.

### Improve Quality Score

Automatically follow up with patients, to schedule preventive care and help them schedule directly in the EHR.

### Reduce No-Shows

Remind patients of upcoming visits and help them confirm, cancel, or reschedule. Follow up with no-shows and rebook them.

### Medication Adherence

Follow up with patients after starting or changing a new medication and help them refill prescriptions for chronic conditions.

**CapturePoint Scheduling Assist module integrates with EHR and EMR health systems, including:**

Epic    Cerner    MEDITECH    Allscripts

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