



CipherHealth Appointment Reminders

Reduce No-Shows and Meet Patients Where They Are

The average no-show rate for medical appointments is nearly 19%¹. That means that almost one-fifth of your patients are likely not making it to their scheduled visits. Not only are patients that miss appointments susceptible to adverse outcomes, no-shows and late cancellations can be devastating to your bottom line. Missed appointments cost a total of \$150 billion to the U.S. healthcare system every year¹. They also curb efficiency, adding to the workload of scheduling staff. There are, however, proven methods and tools to drive down no-show rates and proactively backfill openings. CipherHealth's Appointment Reminders solution provides a flexible system for automated call or text reminders to reduce no-show rates, ensures patients have accurate information regarding their scheduled telehealth or in-person appointments, and helps your organization better understand and address the drivers for appointment no-shows.

CipherHealth's Appointment Reminders solution facilitates:

More Kept Appointments

Reminders can improve appointment adherence by nearly 15%¹, keeping more appointments on the books.

Revenue Loss Prevention

A single physician with an 18% no-show rate can lose as much as \$725 a day¹. Gain back thousands by backfilling open appointments.


Actionable Insights

Reports and dashboards help pinpoint areas for improvement and drive continued success.

Staff Productivity

Employee time is better spent on managing patients instead of administrative tasks. Be smart with your resources and automate outreach.

¹ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4153419/>



Reduce no-show rates by reaching all your patients where they are, **when and how they want** to be reached.

Key Benefits

Reduce No-shows and Increase Backfills

- Connect with patients in the modality of their choice to optimize for engagement and offer easy call-back options
- Implement multiple reminders to confirm, cancel, or reschedule appointments
- Clarify appointments by displaying dates and times
- Tap into in-depth reporting and dashboards to drive long-term improvement
- Group appointments for multiple patients, like family members, to efficiently track upcoming schedules

Create a Better Patient Experience

- Use live transfer functionality to connect patients with your staff in real time
- Deliver a group of reminders in chronological order for patients with multiple appointments
- Allow patients an easy path to cancel, reschedule or change appointments
- Send grouped appointments in a single message so patients can reply to them all with one response

Increase Reach Rates

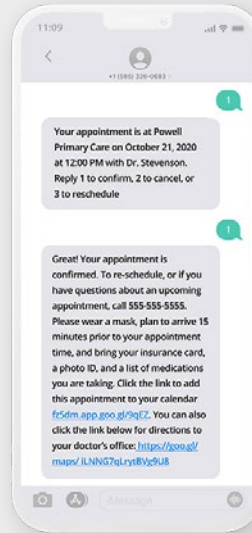
- Use customizable caller ID and voicemails to ensure patients recognize your phone number
- Utilize multiple languages to meet the needs of your patient population
- Detect landlines automatically and use SMS to increase reach rates for texts

Free up Staff Resources and Easily Integrate with your EHR

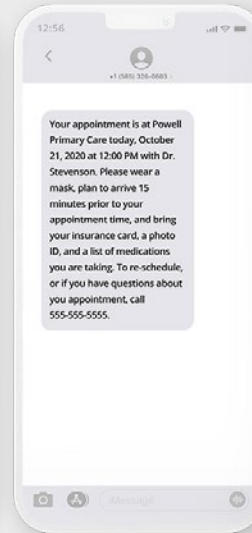
- Reduce manual outreach and decrease staff burnout using automation
- Improve workflows and reporting with seamless integration with your EHR
- Enhance staff productivity through automated field mapping and intuitive interaction history to validate appointment details

Free Yourself from Manual Appointment Reminders

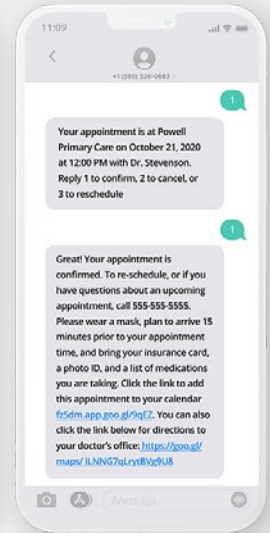
Seven and Two Days Pre-Appointment



Day of Appointment

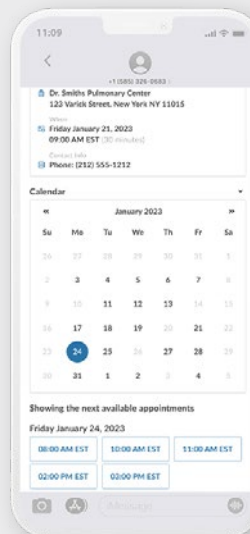


Post-Appointment

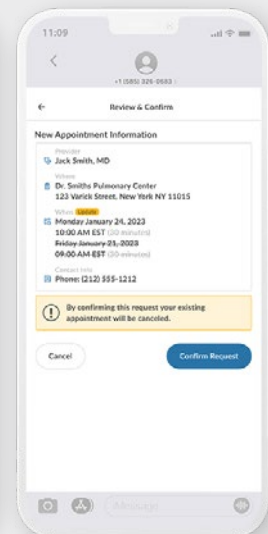


Enable Patients to Reschedule Appointments Anytime

Reschedule Appointment



Review & Confirm



Get started today. Call CIPHERHealth now and speak to us about your appointment adherence goals.