



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.

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

- Leverage both phone calls and text messages to engage your patients in the way they want to be engaged
- Implement multiple reminders to confirm, cancel, or reschedule appointments
- Tap into in-depth reporting and dashboards to drive long-term improvement

Create a Better Experience for Patients

- Educate patients on what to expect in multiple modalities and offer easy call-back options
- Use live transfer functionality to connect patients with your staff in real time
- Send multiple reminders for patients with several appointments
- Allow patients an easy path to reschedule or change appointments

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 short codes to increase reach rates for texts

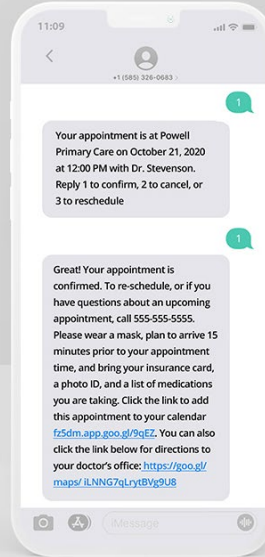
Free up Staff Resources and Easily Integrate with your EHR

- Eliminate manual outreach without losing customization. Select time, modality, message, and more
- Use standard or customized integrations to enhance workflow and reporting

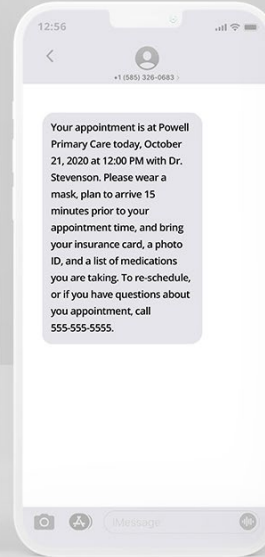
¹<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4153419/>

Free Yourself from Manual Appointment Reminders

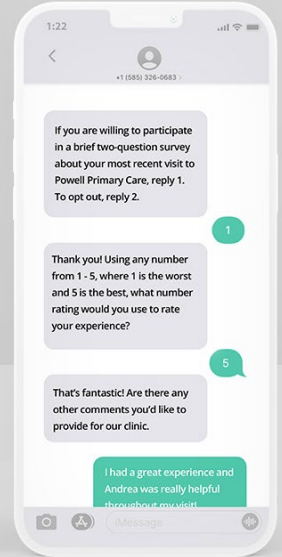
Seven and Two Days Pre-Appointment



Day of Appointment



Post-Appointment



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