



CipherHealth Enhanced Appointment Reminders: Rescheduling

Automate Appointment Rescheduling to Save Time and Reduce Costs

The typical process for rescheduling a healthcare visit is time consuming for patients and adds administrative burden for providers. Phone calls are inefficient, leading some patients to cancel or skip appointments, leaving gaps in your schedule. Unfilled appointments can negatively impact your revenue and could mean patients are missing important health visits.

CipherHealth provides a streamlined way to automate appointment rescheduling by communicating directly with your EHR. Our integration with Epic® App OrchardSM facilitates self-service appointment rescheduling via text message, keeping provider schedules full and reducing staffing needs for call centers.

Utilize CipherHealth's Enhanced Appointment Reminders to:

Improve staff workflows and increase revenue


Reduce administrative costs associated with schedule management, capture real-time data to get a more complete view of the patient, and maintain your revenue stream by increasing fill rates.

Increase patient volume and loyalty

Grow patient volume by acquiring more new patients while keeping existing patients in-network, reducing leakage by offering a differentiated rescheduling process.

Enhance the patient experience

Increase digital engagement with patient populations and improve access to care through flexible rescheduling.



Give patients the freedom to reschedule appointments anytime via text — **no phone call required.**

How it Works

1 Patient receives automated appointment reminder

Today, 9:00 AM

This is an appointment reminder for Jane Doe at Medical Center, tomorrow at 8:00am. Please reply 1 to Confirm, 2 to Cancel, or 3 to Reschedule.

3 If patient selects "3" to Reschedule, CipherHealth connects to scheduler in Epic to identify alternate appointment times

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2 Patient selects (1) Confirm, (2) Cancel, or (3) Reschedule

One moment while we retrieve additional times...

4 CipherHealth presents those options to patient via text message

There are 3 times available:
1) Wed 1/2 at 9:00am
2) Thu 1/3 at 9:30am
3) Thu 1/3 at 2:00pm
Please select an option.

6 Patient receives automated appointment reminder for new time and/or date

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5 Patient confirms new appointment time

Thanks, you are all set for Thu 1/3 at 2:00pm.



Get started today. Call CipherHealth now and talk to us about improving your patient rescheduling workflows.