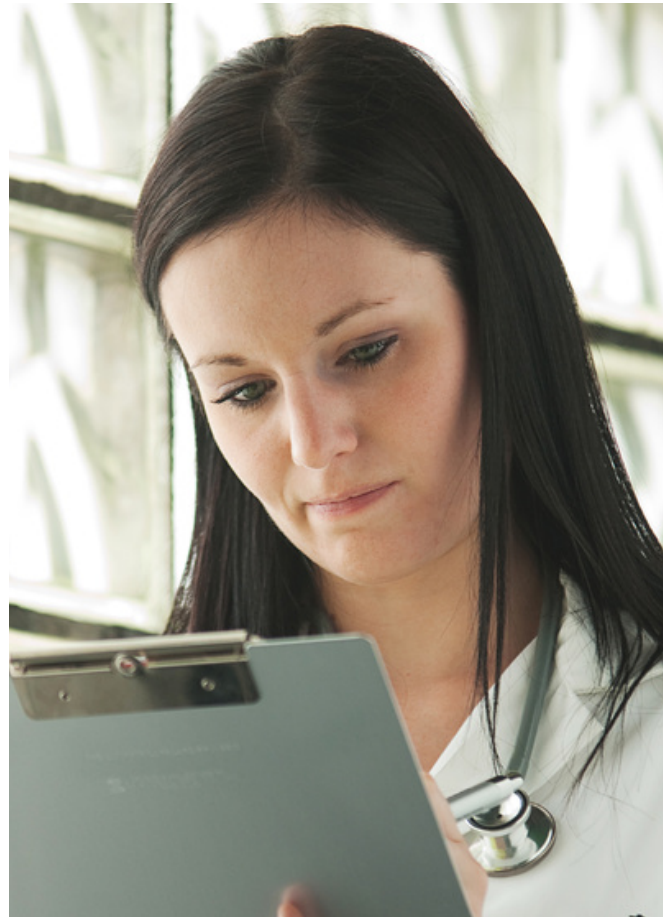


Avaya Patient Appointment Reminder

Boosting Productivity, Patient Satisfaction and Revenue

Healthcare providers are constantly seeking ways to improve the efficiency and capabilities of patient contact services. When hospitals combine communications technology and workflow improvements, many more patient care improvements become achievable.

That's why Avaya offers a suite of Patient Contact Solutions to optimize patient interaction at key points and create an interactive patient, clinician and hospital experience. Patient Appointment Reminder addresses an early key contact point, improving patient attendance rates and proactively increasing clinical productivity through business intelligence and contact automation.



Healthcare Challenges

Rising service costs, inefficient use of resources and patient satisfaction are all top of mind concerns for the modern hospital. No-shows contribute to each of these challenges.

- Missed or cancelled appointments cost the typical US hospital over \$1.2M a year in lost revenue¹, wasting professional time and idling equipment and facilities. These costs add up to more than £680M per year for the United Kingdom's National Health Service².
- Using staff to manually place appointment reminder calls is inefficient and costly, adding up to an average of \$120,000 a year in expenses³.

- Inefficient appointment rescheduling can limit available appointment times and degrade patient satisfaction.

Benefits

Patient Appointment Reminder helps you meet these challenges by reducing no-shows and their impact on your clinical environment and bottom line.

Recover lost revenue and increase new revenue.

Patient Appointment Reminder can help reduce the volume of no-shows by up to 20% or more with automated reminder calls⁴. Scheduling agents can also proactively fill rescheduled appointment slots, improving patient flow and minimizing lost revenue.

Reduce costs by improving utilization.

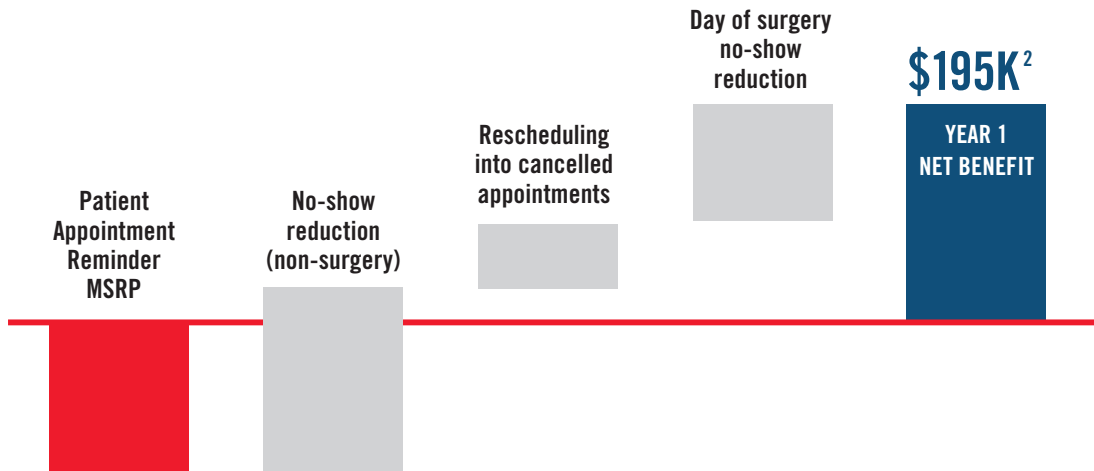
By lowering the volume of missed appointments, Patient Appointment Reminder helps doctors and staff remain productive by serving patients, and keeping equipment and facilities fully utilized.

Improve patient satisfaction.

Our intelligent automation helps your patients stay informed so they miss fewer appointments and arrive prepared and on-time, avoiding unnecessary frustration. By improving patient attendance at scheduled appointments, Patient Appointment Reminder also helps reduce wait times for other procedures, making your patient experience more pleasant.

Revenue Recovery Model

Patient Appointment Reminder can reduce no-shows by 20% and helps increase new revenue by proactively filling 20% of identified cancellations¹.



¹ Based on multiple external studies and internal Avaya analysis.

² Calculated based on: 10% non-surgery outpatient no-show rate and \$125 revenue per non-surgical appointment; 6% day of surgery no-show rate (20% of which cannot be back-filled) and \$3,400 revenue per surgical appointment.

Your Optimized Reminder Solution

Patient Appointment Reminder automates appointment notifications and handles patient responses by interacting directly with your existing patient scheduling system and contact center.

Dynamic & bi-directional. In addition to supported flat file formats, Patient Appointment Reminder can integrate readily with industry standard HL7 or database* systems, allowing it to send and receive updates to your scheduling system and contact center. Updates occur in real-time as appointments are scheduled or moved, preventing unnecessary manual patient contact.

Interactive & immediate. Patients can confirm or reschedule appointments during their reminder call. If they need to reschedule, they can be routed to your contact center immediately.

Patient-friendly. User profiles enable staff to specify time-of-day calling preferences based on patient requirements, avoiding calls during unwanted times of day and improving response rate. During the reminder call, patients receive special appointment instructions and can transfer to a live attendant to get all the information they need.

Intelligent & prioritized. Each appointment slot specifies procedure type, location and resource requirements, simplifying the rescheduling process and helping you focus on the high cost procedures most impacted by no-shows.

Simple & measurable. The management dashboard simplifies administration and analysis by providing key performance metrics and ad-hoc reports through an easy-to-use, web-based interface.

Safe & private. A patient security identification system helps callers reach the right person, so personal information remains confidential.

What's Inside

Patient Appointment Reminder provides you with a comprehensive software package and includes many services to help you get the most out of your investment.

Plan & Design – Understanding your specific needs.

- Patient Flow Design Workshop
- Project Management

Deploy – Seamlessly integrating our solution with your scheduling and contact system.

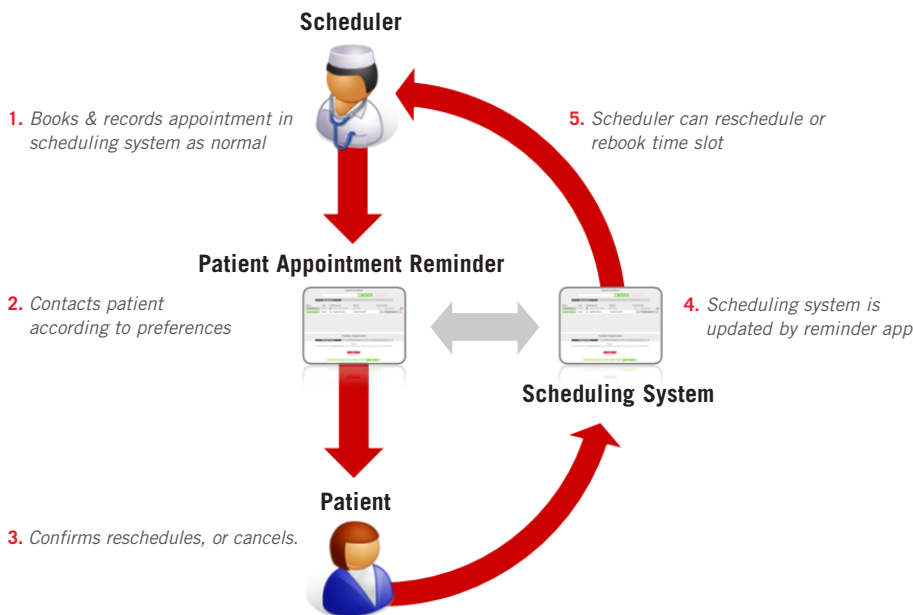
- Standard Media Server Implementation
- Patient Flow Base Deployment – Reminder
- External Data Integration – HL7
- Acceptance Testing

Support – Keeping your system running at optimal performance.

- Maintenance & Support Services
- Software Upgrade Subscription

*Patient Appointment Reminder can interface directly with HL7, SQL and other databases, or be updated manually using a flat-file CSV.

Patient Appointment Reminder Workflow



Key Differentiators

Our **dynamic, bi-directional system** allows both patients and scheduling staff to take immediate action through streamlined interactions and updates.

Robust appointment profiles facilitate scheduling by matching appointment slots based on resource requirements and prioritizing high-impact, high-cost procedures.

Seamless integration with your contact center provides your scheduling agents instant access to your patients, accelerating the reschedule process and reducing lost service revenue.

Improving Patient Contact

By automating routine reminder and rescheduling processes, Patient Appointment Reminder helps you intelligently manage your scheduling-related resources and dependencies during pre-appointment contact. You can further increase revenue and improve patient flow by optimizing other key interaction points with our other Patient Contact offers:

Avaya Patient Follow-Up facilitates checking on patient status post-discharge and helps ensure that patients follow discharge instructions. Improved follow-up helps reduce the risk of readmission, optimizing the use of clinical resources and improving patient satisfaction.

Avaya Patient Payment Recovery assists patients with paying their bills on-time through pre-emptive reminders and a suite of self-service payment options. Proactive automation helps enable increased agent productivity, increase self-pay revenue and reduce bad debt.

Delivering Value

Patient Appointment Reminder helps you address some of the biggest challenges facing healthcare providers.

- **Reduce service costs** by reducing the revenue lost through missed appointments, creating new revenue opportunities and increasing hospital capacity.
- **Increase resource utilization** by preventing missed appointments and repurposing idle staff, equipment and facilities through proactive rescheduling.
- **Improve patient satisfaction** with fewer missed appointments, increased appointment availability and pre-appointment assistance during reminder calls.

Get Started Today

Our team of specialists is ready to help you take your patient contact and scheduling systems to the next level. Call 1-866-AVAYA (US customers) or +1-908-953-6000 (Worldwide) to get started.

The Avaya family of healthcare solutions includes Healthcare Mobility, Healthcare Workflow, Patient Contact, and Healthcare Notification solutions. Our deep experience in healthcare goes into these purpose-built solutions to help you improve workflows and clinician productivity by leveraging and integrating your voice and data networks with your Healthcare Information Systems for a collaborative healthcare experience.

To learn more about Avaya Patient Contact solutions, visit us online at

www.avaya.com/healthcare

¹ "Protecting the OR Schedule," The Advisory Board.

² "'No Shows' cost the NHS millions," BBC News.

³ Calculation based on a 500 reminder calls/day. Sources: Analyst reports, Published Studies and Market Analysis

⁴ Based on multiple external studies and internal Avaya analysis

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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