



Introducing Integra's STAR Appointment Reminder System Reducing DNA's in the NHS

The Integra STAR (SMS Text Appointment Reminder) System is the simple, low-cost solution for reducing DNA's in the NHS. It sends text reminders to your patients' mobile phones, alerting them to upcoming appointments.

The cause of most DNA's is that patients simply forget about their appointments. So, doesn't it make sense to remind them? With Integra's STAR System you can send high-impact reminders to every patient with a mobile phone – not only prompting about their appointments but making it easy for them to cancel early so you can re-use the appointment slots.

You can use the STAR system anywhere patient appointments are made including Physiotherapy, Podiatry, Mental Health, Dentistry, General Practice and Secondary Care disciplines – and for new or return patients.

The STAR System links to NHS Mail so your texts are secure and FREE – giving you a cheap and safe solution to the costly problem of DNA's.

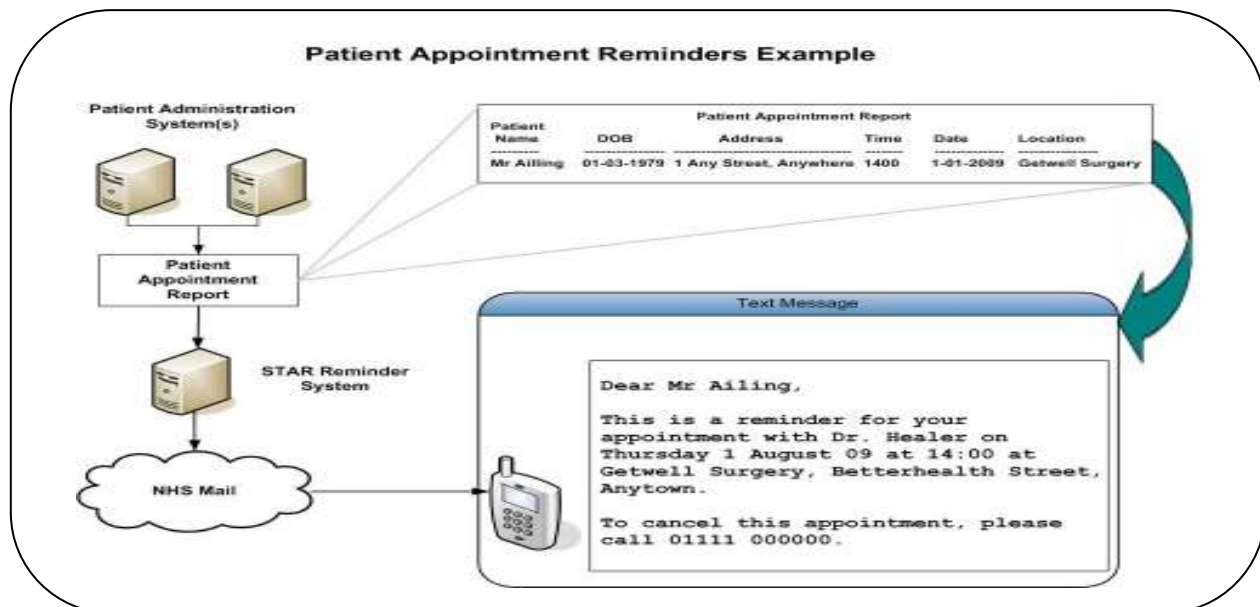
Implementing Integra's STAR System enables you to –

- Reduce DNA's.
- Shorten waiting times.
- Connect multiple patient admin systems to a single reminder system.

“...the STAR System links to NHS Mail so your texts are secure and FREE...”

It's simple

Integra's STAR System works with most existing NHS administration systems. It automatically converts information already in your system into personalised reminders. Details such as patient name, appointment date, time and location can be included – and you can have a call-back number that makes it easy to cancel ahead of an appointment.



Bridge the appointment gap

In most NHS systems, there's no patient communication between making an appointment and the date itself – even though the gap can be weeks or even months. Now you can bridge that gap and remind your patients near their appointments with simple, effective text reminders.

It's flexible

You can send reminders once or more often and you can choose when to send them - a day or a week before the appointment or anywhere in between.

Free text reminders

Integria's STAR System links with NHS Mail which means all your text reminders are free. So, you can also replace some of your more expensive communications such as letters and phone-calls with free text messages – helping you reduce costs as well as improving patient service.

It's convenient

With an estimated 70% of the population having a mobile phone, you already have a large number of people ready to receive reminders – people who are comfortable with texts and would welcome appointment reminders. Reminders don't only benefit you, they make life easier for patients, too.

Implementation services to get you up and running quickly

Integria provides full implementation and support services for the STAR System. So you can start achieving the benefits quickly with little impact on your busy IT resources.

Optional email, letters and archive

Integria's STAR System includes options that let you send appointment alerts by email and letter as well as text so you can satisfy all your contact needs with a single solution. An electronic archive can store a copy of everything that's been sent - time and date stamped. This means you can have a complete record of all patient communications that's easily retrieved and, again, it's all handled automatically.

What next

To learn more about what Integria's STAR System can do for you call Tommy Stewart at Integria Solutions Tel 0141 337 3324 or email tstewart@integria.co.uk

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