



Introducing the Integraia Text Reminder System Reducing Did Not Attend Levels in the NHS

Integraia's Text Reminder System is the ideal, low-cost solution for reducing patient Did Not Attend (DNA) levels in the NHS. It sends automated text message reminders to your patients' mobile phones, alerting them to upcoming appointments.

Proactive reminders help you reduce DNA's and the drain on time and money they cause - enabling you to get more from your key resources. You can use text reminders anywhere patient appointments are made such as Physiotherapy, Podiatry, Mental Health, Dentistry, General Practice and Acute Care disciplines – and for new or return patients.

Importantly, reminders also prompt patients to cancel early if they won't be attending – giving you the opportunity to recycle appointments or make time for emergencies rather than resources being wasted.

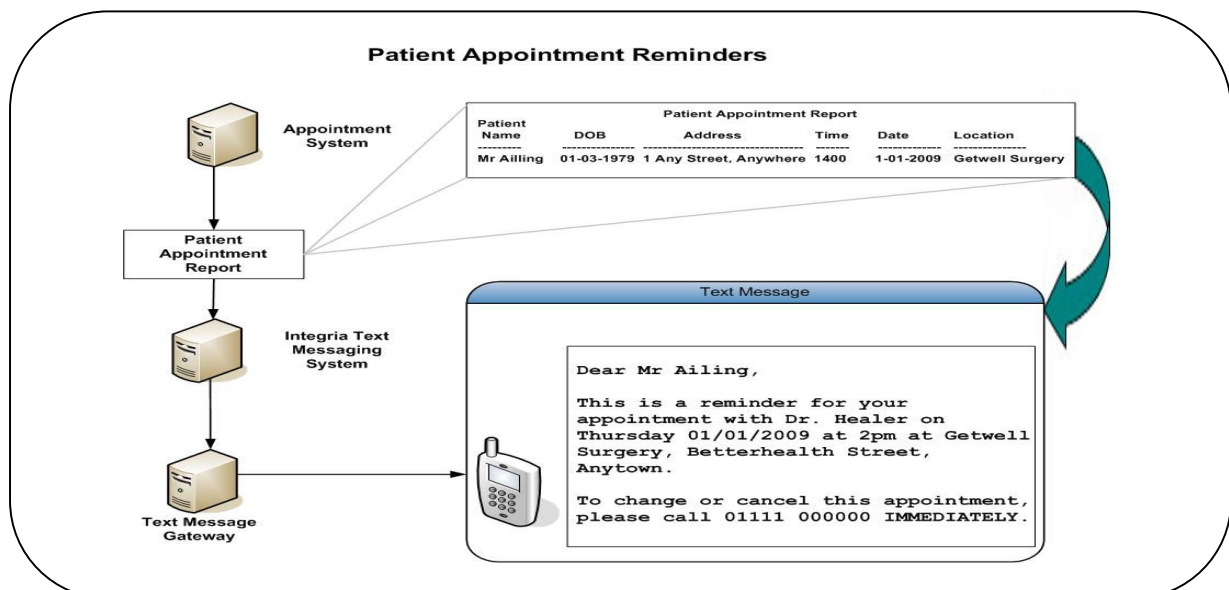
Implementing Integraia's Text Reminders enables you to –

- Reduce DNA's.
- Increase appointment availability.
- Shorten waiting lists.
- Reduce costs.

“ It costs as little as a few pence to send a reminder....you can gain all the benefits at an extremely low cost. ”

It's simple.....

Integraia's Text Reminder System works with your existing NHS appointment systems. It simply converts appointment information that's already in your systems into personalised text reminders - sent automatically to your patients' mobile phones. Included are details such as patient name, appointment date, time and location and, crucially, a call-back number to cancel or change appointments.



Bridging the communication gap.....

In most NHS systems, once an appointment is made there's no communication with the patient until the appointment itself – even though the time in between can be weeks or months. Now you can bridge that gap and contact your patients near their appointment dates with simple, effective text reminders.

It's flexible, automated and easy.....

You can send reminders once or more often. You can send them a day before appointments, a week before or both. In fact, you can choose any time combinations. The Text Reminder System manages it all automatically - no need to tie up expensive resources making phone calls. It couldn't be easier.

The low-cost solution.....

Integria's Text Reminders are a very economic way to alert patients about approaching appointments. It costs as little as a few pence to send a reminder so you can gain all the benefits at an extremely low cost. Sending a text is up to 20 times cheaper than a letter giving you a dramatically lower cost alternative for confirming appointments as well as reminding about them.

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. Text Messaging doesn't only benefit you, it makes life easier for patients, too.

Implementation services to get you up and running quickly.....

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

Optional email, letters and archive.....

Integria's Text Reminder 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 stores a copy of everything that's been sent - time and date stamped. This means you 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 text Messaging can do for you call Tommy Stewart at Integria Solutions Tel 0141 337 3324 or email tstewart@integria.co.uk

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