

Physician group uses Dialog Health to help alert thousands of patients within minutes, drastically reducing staff phone calls



The Case Study



"The Dialog Health platform has brought a new light to the way we communicate with our patients. Outside the appointment reminders, this platform has provided my clinic with the ability to communicate with a mass amount of patients in a very short amount of time.

Throughout this year, we have had multiple cases of inclement weather or ill providers where we had to communicate with our patients that would potentially be affected. With the ability to send mass texts to specific patients, we have dramatically reduced the number of hours spent on the phone and minimized the stress level within my staff."

Austin R., Clinic Manager

The Summary

→ DH Texting Solution

Using the Dialog Health ad-hoc mobile messaging solution, the administrator sent 4,706 messages for one practice in three locations, instead of using phone calls to reach the same population.

→ Reduced Staff Workload

Total time spent by the administrator: fewer than 10 minutes.

→ Improved Satisfaction

The ad-hoc solution is also a great incentive to get patients to OPT-IN, which in turn increases patient satisfaction.

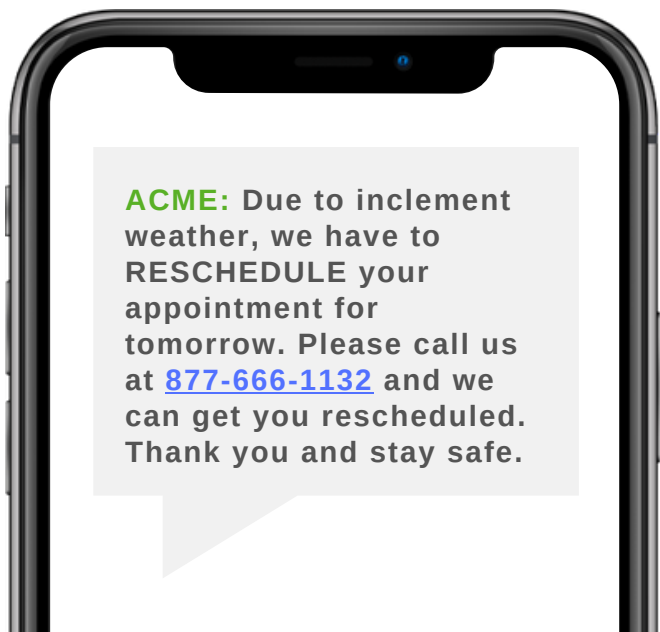
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The Problem

A major practice was having difficulty communicating quickly with patients, staff and providers when unexpected events happened - increasing stress, confusion, and costs due to miscommunication and the chaos it caused.

The Solution

The practice implemented Dialog Health's ad-hoc mobile messaging solution to send messages to a specific segment of the patient, staff and provider population.



The Conclusion

Dialog Health's two-way mobile messaging platform has proven to drastically reduce staff workload and reach thousands of patients in minutes.

4,706
MESSAGES SENT

< 10 min
TOTAL TIME SPENT BY
ADMINISTRATOR

Dialog Health's HIPAA-compliant texting solutions are cloud-based, easy-to-use, and proven to improve patient engagement while increasing staff productivity.

Powerful mobile solutions. Better engagement for today's world.

Contact Us To Learn More

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