

**Physician group
grows revenue by
\$100,000 and reduces
no-shows by 34%
using Dialog Health**



The Case Study

A physician group used Dialog Health to help reduce no-shows with patients by 34% and grew revenue by \$100,000.



"Dialog Health has been a great addition to communicate with our patients. It has allowed us to connect much more efficiently without any of the regular issues that present with conventional communication. I would recommend the system because it has so many different functions from decreasing no-shows to notifying our patients of last-minute office changes due to weather delays."

Braxton H., Medical Office Coordinator

The Summary

- **DH Texting Solution**
The Dialog Health solution dropped the collective no-show rate by 34%, from 7.64% in December to 5.03% in June...in just six months.
- **Increased Revenue**
The physician's group has projected **\$100,000** in additional revenue.
- **Right Message, Right Time**
Dialog Health's customizable console allowed the physician group to not only automate their texts, but each message was also personalized to include the patient's name, appointment date, and appointment time.

Contact Us To Learn More

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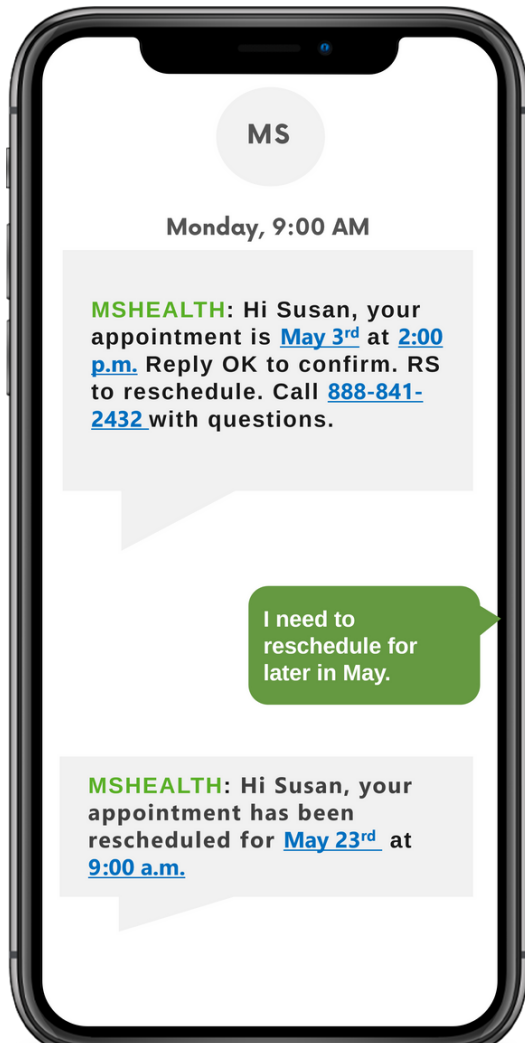
dialoghealth

The Problem

The physician services division of a large health system had a goal of reducing appointment no-shows quickly and efficiently. Missed appointments were costing them considerable time and money. The primary form of appointment-related communication was automated phone calls.

The Solution

The physician services division implemented a two-way real-time text messaging platform from Dialog Health. The platform provides clinics the ability to engage patients via automated messaging, ad hoc (group) messaging, and direct text messaging. The system has proven the ability to increase revenue, decrease costs, improve staff workflow, and enhance patient satisfaction.



The Conclusion

Dialog Health's two-way mobile messaging platform has proven to be an efficient and cost-effective way to reduce no-shows and increase revenue.

34%

DECREASE IN COLLECTIVE NO-SHOW RATE

5.03%

COLLECTIVE NO-SHOW RATE AFTER WORKING WITH DH

\$100,000

ADDITIONAL REVENUE GENERATED

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.

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