

HEALTHCARE POPULAR USE CASES

12 WAYS TO LEVERAGE DIALOG HEALTH TO IMPROVE PATIENT COMMUNICATION AND ENGAGEMENT

1 APPOINTMENT REMINDERS / CONFIRMATIONS

Use texting to reduce no-shows and provide helpful calendar links for appointment date and time

2 PREP INSTRUCTIONS

Automate prep instructions per procedure, including NPO texts to drastically increase compliance and reduce no-go's

3 PRE-ARRIVAL REGISTRATION

Use text messaging for pre-registration intake forms and insurance form links, reducing staff workload during check-in

4 REFERRAL CAMPAIGNS

Send texts to referral patients to schedule appointments, segmenting your message per appointment referral

5 ARRIVAL PROCEDURES

Use automated texts to simplify arrival procedures, including map links, parking instructions, caregiver communication, and more

6 APPOINTMENT INSTRUCTIONS

Text information about the check-in process, lab work, and other day-of-appointment communication

7 POST-APPOINTMENT FOLLOW-UP

Use automated text communication for post-appointment check-ins, results, and asking a patient to call the office

8 LIVE TEXTING

Use live or direct texting to communicate directly with a patient on a real-time basis, reducing staff phone time

9 POST-OP FOLLOW-UP / INSTRUCTIONS / SURVEYS

Send specific appointment follow-up instructions and surveys to reduce readmissions and improve patient satisfaction

10 RECALL / GAPS-IN-CARE CAMPAIGNS

Automated and targeted campaigns to increase volume and improve preventive care

11 REVENUE CYCLE MANAGEMENT

Send payment reminder text messages with links to reduce A/R balance and decrease staff phone calls

12 STAFF COMMUNICATION

Besides patient communication, use our platform to engage with employees from open enrollment to emergency alerts

PRE-APPOINTMENT

APPOINTMENT

POST-APPOINTMENT

dialog
health

KEY FEATURES

Our platform is cloud-based, user-friendly, and quick to deploy. Fortune 500 organizations are using our engagement solutions to improve patient and staff communication.

CLOUD-BASED

Our cloud-based platform allows you to apply two-way texting across the enterprise. It effortlessly integrates and scales with your business needs.

EASY-TO-USE CONSOLE

Our console allows you to "press the easy button" and manage text campaigns in a straightforward, clear, and understandable manner.

SECURE & RELIABLE

Our platform adheres to the latest SOCII, SSAE, HIPAA, TCPA, and CTIA standards. A text messaging solution you can trust.

TWO-WAY TEXTING

Our two-way technology embraces the conversational nature of texting, actively engaging your subscribers. Most platforms don't offer this.

MULTIPLE SOLUTIONS

One platform with multiple solutions. Our software features mobile keyword sign-up, custom subscriber fields, and much more.

TIER 1 CONNECTIVITY

Our Tier 1 carrier connectivity status ensures best-in-class ability to send and receive SMS across all mobile providers, ensuring quality.

BASIC & ADVANCED

Our easy-to-use platform can be employed for simple text messaging to a user base as well as for more advanced, multi-layered campaigns.

LIVE & AUTOMATED

Our gateway allows you to set up specific and defined trigger events for automated text messages. Easily manage live, automated campaigns.

DRIP & SCHEDULED

Trigger a series of messages to be sent at intervals when users take specific actions in addition to simple, time-based scheduling.

1:1 & GROUP & MASS

1:1 text capability allows staff to send a text directly to someone in real time. Or, easily send a group broadcast to reach hundreds of customers in minutes.

PERSONALIZATION

Personalize and group your subscriber list. Our platform allows you to manage and sort your contact list in ways that work best for you.

TRACKALBE LINKS

Our platform allows you to steer subscribers to additional resources with links to surveys, maps, web links, videos, and more.

LIVE REPORTING

Understand performance metrics in real-time with reporting capabilities at your fingertips. Access your deliverability reports immediately.

ANALYTICS

AnalyticsPRO allows you to access actionable data to analyze your campaign's success with live reporting on reachability metrics.

SHORT CODES

Get unique short codes used only by your organization. Dedicated short codes allow you to run a wider variety of personalized campaigns.

DIGITAL INTAKE FORMS

Let patients complete required information on their phones before they arrive, reducing paperwork, eliminating bottlenecks, and helping staff move faster.

WHITE LABEL

Custom-branded console opportunity for your organization. We can work with you on special projects, including white label.

MULTI-LANGUAGE SMS

Our AI-powered translation tool ensures your team reaches every patient fast, in 130+ languages, no extra steps and no extra apps.