

Gaps-in-Care / Recall Campaigns

RECOVER REVENUE & RECLAIM TIME

Dialog Health doesn't just cut costs and boost revenue—it saves staff hours, reduces phone calls, and helps prevent front line burnout.

The ROI is measurable.
The reduced workload? Priceless.



Our HIPAA-compliant texting and analytics solutions have **proven** to increase patient engagement, improve outcomes, decrease costs, increase revenue, and reduce staff workload.

66%
REDUCTION IN
NO-SHOWS & NO-GOS

125%
CLICKTHROUGH RATE -
PRE-OP INSTRUCTIONS

15%
INCREASE IN RECALL
APPOINTMENTS

92%
DECREASE IN PRE- &
POST-OP CALLS

97%
REACH RATE FOR
REFERRAL CAMPAIGN

54%
INCREASED CASH FLOW
BY REDUCING AR

*results vary by facility usage

What would a 15% increase in Recall Appointments mean to you?

A Dialog Health ASC did just that —

- That's more patients showing up for recall appointments
- More appointments booked and procedures completed
- More revenue captured and improved patient outcomes
- Drastically reduce phone calls and less stress for staff

Recall Campaign Case Study - ROI

Additional Recall Appointments per Month

63 appts

Estimated Additional Revenue per Month

\$41,454

Phone Call Hours Saved per Month

26 hrs

Estimated Additional Annual Revenue

\$497,448

*based on the ASC average mammogram appt. Results vary based on usage.

Real Engagement. Real Results. How can we help you do the same?

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The Dialog Health platform has helped us reduce no-shows and drastically increase our engagement rates for gaps-in-care appointments including a mammogram reminder text campaign to more than 12,000 qualified patients. The automated mammogram reminder texts and follow-up appointment reminder texts have been very successful and provide a simple, efficient way for patients to make and keep their appointments.



- Director of Health System

Discover the power of Dialog Health. A best-in-class texting and analytics platform delivering real results for Ambulatory Surgery Centers.



INCREASE REVENUE DECREASE COSTS IMPROVE OUTCOMES REDUCE WORKLOAD

POPULAR USE CASES

AUTOMATED PRE-APPT TEXTING

- Appointment reminders/confirmations
- Adherence/compliance reminders
- Digital Forms
- Pre-registration / E-check-in links
- Online self-scheduling links
- Arrival procedures (arrival time, address)
- Referral campaigns
- Copay and insurance communication

AUTOMATED POST-APPT TEXTING

- Post-appointment check-in
- Communicate post-appointment results
- Payment-related reminders (RCM)
- Pay portal link + phone number
- Online reputation management:
- Automated surveys – simple text (NPS)
- Links to online reviews (Google reviews)

DIRECT TEXTING

- Answer inbound questions
- Reach unreachable patients
- Voicemail full
- Not answering phone calls
- Call us at this number
- Caregiver communication
- Remaining balance reminders (RCM)
- Offer earlier available start times

AD-HOC TEXTING + MORE

- Weather closures /delays in start times
- Emergency alerts and links
- Doctor out - group rescheduling
- Group-specific SMS
- GLP-1 notification of usage
- Branded QR Codes
- Multi-Language (One-touch AI translation)

ANALYTICS PRO

- Realtime delivery reports
- Live action responses
- Triage of responses
- Historical SMS
- Trackable Short Links
- Trackable Unique Links
- Trackable response rates
- Historical SMS data
- Trackable QR Codes
- In-take Forms
- and much more

We integrate with the systems you already use

