

Patient Engagement + Care Navigation

Automate your communication to increase appointments, improve compliance, reduce no-shows and readmissions, accelerate payments, and dramatically reduce administrative workload.

dialog
health
aSpinSci company

SCHEDULING + PRE-APPOINTMENT

OUTREACH + SCHEDULING

Mon, Jan 28 at 10:00 AM

FranklinASC: Hi Joe, our records show that it is time to schedule your annual exam. Please call [877-666-1132](tel:877-666-1132) so we can set up an appointment for you. Or you can schedule directly online at dhlink.co/schedule.

Mon, Jan 22 at 9:30 AM

FranklinASC: Hi Joe. Thank you for scheduling your surgery. We'll be sending text messages to help you prepare for your upcoming surgery. You don't need to remember everything at once — we'll guide you step by step. You can always call with questions [888-676-1132](tel:888-676-1132).

Wed, Feb 21 at 8:30 AM

FranklinASC: Hi Joe — this is a reminder of your upcoming procedure on [February 29 at 1:30pm](#). Please reply YES to confirm or HELP if you have questions.

Wed, Feb 28 at 8:30 AM

FranklinASC: Hi Joe, just a friendly reminder of your upcoming procedure with Franklin Health for [tomorrow at 1:30 PM](#) please arrive 30 minutes early.

APPOINTMENT CONFIRMATION

APPOINTMENT REMINDER

Yes

APPOINTMENT PREP + DAY OF

PRE-APPOINTMENT PREP

Thur, Feb 22 at 9:30 AM

FranklinASC: Hi Joe, here is the prep packet that your doctor reviewed with you - dhlink.co/prepare.

Reminder if you are taking any GLP-1 medication - STOP taking 1 week prior to your procedure - Failing to stop this medication could result in the cancellation of your procedure. Please call us if you have any questions at [888-676-1132](tel:888-676-1132).

Tues, Feb 26 at 8:00 AM

FranklinASC: Hi Joe, your procedure is in 3-days - please complete your Medications List form here by tomorrow dhlink.co/xyz634. And as always you can call us at [888-676-1132](tel:888-676-1132) for any questions.

Wed, Feb 28 at 9:30 AM

APPOINTMENT REGISTRATION

FranklinASC: Hi Joe, just a friendly reminder of your upcoming procedure with Franklin Health for tomorrow at [1:30 PM](#). Please check-in and complete your pre-registration forms at dhlink.co/registration prior to arrival.

APPOINTMENT PREP/NPO

FranklinASC: Hi Joe, just a reminder for tomorrow's appointment - DO NOT EAT 🍔 and DO NOT DRINK 🍷 for 8 hrs prior to your appointment. That includes coffee.

ARRIVAL INFO

FranklinASC: Our office is under construction - here's a map to the temporary parking lot 📍 dhlink.co/DHMap.

POST-APPOINTMENT + REVIEWS + RCM

FOLLOW-UP

Mon, Mar 4 at 10:00 AM

FranklinASC: Hello Joe, we want to make sure you're feeling okay. If you have any questions or concerns, please reply 'YES' or 'NO' to request a call from a nurse.

NO

Thu, Mar 7 at 11:00 AM

FranklinASC: Thank you for choosing Franklin ASC. Please take a moment to share your experience. We'd appreciate your feedback. Thank you! Google: dhlink.co/123 and Facebook: dhlink.co/456

everything was great! 🙌

SURVEYS

BILLING (RCM)

Fri, Mar 29 at 9:00 AM

FranklinASC: Our records indicate an outstanding balance. Please use the following link: dhlink.co/payment to make your payment online, or feel free to call us at [888-676-1132](tel:888-676-1132) to make a payment over the phone. Thank you!

OUTREACH (REFERRAL)

Mon, Mar 4 at 10:00 AM

FranklinASC: Please expect a call from [888-676-1132](tel:888-676-1132) - our PT department to schedule your physical therapy starting next week.

SAMPLE OF REAL CLIENT RESULTS

40%

Engagement from Recall GI Patients

Increase appointments, reduce patient leakage, and convert interest into booked appointments.

21%

CTR to Book Appt for Sports Physical Campaign

95%

Reach Rate - Mammo Recall to Book Appt

66%

Reduced No-Shows & No-Gos

Reduce no-shows, improve compliance, increase procedure readiness and reduce no-gos and delays.

100%

CTR on Prep Instructions for Appointment

82%

Reduction in Readmission Rates

92%

Reduction in Pre & Post Phone Calls

Improve recovery outcomes and reduce readmissions. Increase patient feedback and accelerate collections.

54%

Increase in Payment Collections

11%

Increase in Overall HCAHPS Score

95%

Recall-rate for Referral SMS Campaign

Dialog Health is the smartest way to manage your patient engagement - all in one place.

- Multiple engagement solutions
- Two-way SMS messaging
- Automated workflows
- Trackable short links
- Digital web forms
- AI multi-language translator
- Real-time analytics
- Enterprise-wide analytics
- QR Codes
- HIPAA-compliant
- Web-based and self-service
- Broadcast SMS
- Direct / live SMS
- Audience filtering
- Integration friendly
- And so much more

