



INCREASE PATIENT ENGAGEMENT



IMPROVE PREP COMPLIANCE



REDUCE NO-SHOWS & NO-GOS



REDUCE STAFF WORKLOAD

REAL RESULTS*

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

16%
INCREASE IN
APPOINTMENT VOLUME

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 66% reduction in no-shows & no-gos mean to you?

- A Dialog Health ASC did just that –
- That's more patients showing up
 - More procedures completed
 - More revenue captured
 - Less stress for staff

Return on Investment (ROI) Calculator (client example)

Saved Appointments per Month
40 appts

Money Saved per Month
\$39,600

Phone Call Hours Saved per Month
44 hrs

Annual Revenue Captured
\$475,200

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

+1 (877) 666-1132

info@dialoghealth.com

www.dialoghealth.com



**"Texting Made Easy –
Great Tool, Even
Better Team"**



It's been a great experience. The platform is fast, efficient, and simple to use. I appreciate the ability to use templates and bulk-send messages through their template files – makes outreach a breeze. On top of that, the people at Dialog Health are fantastic to work with.
- Center Director

Pre-Appt Confirmation – 5 day

Thur, Oct 9 – 10:15 AM

ESLC: Hello Sam, this is a reminder of your upcoming appointment on [October 13 at 9:00am](#). Please confirm your appointment by replying YES to confirm, or Cancel if unable to keep your appointment.

YES

ESLC: We will call you 5-7 days prior to go over instructions and give your procedure time. In preparation for your upcoming appointment please click on the link to view your detailed prep instructions at dhlink.co/Prep

Pre-Appt Reminder – 3 day

Fri, Sep 2 10:15 AM

ESLC: Hello Sam, we are looking forward to seeing you for your procedure appointment on [October 13 at 9:00am](#). You'll be receiving a separate message/email regarding your financial responsibility. Full payment is due upon arrival or in advance.

ESLC: Please As a friendly reminder every patient is allowed one companion (driver) during their time here at the facility. The driver must remain in the facility until you are ready to go home. No children are allowed or additional family members at this time. Thank you for your cooperation. if you have any questions please call [877-666-1132](tel:877-666-1132).

Pre-Appt – Direct Text

Fri, Oct 9 – 1:30 PM

ESLC: NMSC has verified your insurance coverage and per your insurance provider you will have a \$150 copayment due for your upcoming surgery. This fee is only for the surgery center. All payments are due on the day of surgery. Failure to make your payment on the day of surgery could result in your surgery being cancelled or delayed. We accept Credit card or Check. Please call [877-666-1132](tel:877-666-1132) with questions.

NPO Instructions – 2 day

Oct 11 – 8:30 AM


ESLC: Please review your instructions regarding any medications or eye drops before surgery. If you do not have the required medication listed on your instruction sheet, please call your surgeon's office. NOT ALL PROCEDURES REQUIRE THIS.

If you have had contact with a confirmed COVID-19 case, currently have a fever, or other symptoms of illness, please call our office immediately at [\(877\) 666-1132](tel:877-666-1132). Please complete health history if not already completed – dhlink.co/History. Thank you

ESLC: Reminder, we will need your insurance card, photo ID, and form of payment if required (cash not accepted), and responsible adult to drive you home.

Prep Instructions – 1 day

Oct 12 at 9:00 AM

ESLC: We look forward to seeing you at your appointment tomorrow. It is IMPORTANT to review the instructions given to you by your surgeon regarding when to stop  eating and drinking prior to your procedure. If you have questions, please call your surgeon's office

ESLC: Please arrive 30 minutes prior to your scheduled check-in time at 9:00 am. If you are having sedation you must have a responsible adult with you during your appointment. Avoid food, liquids, gum, candy, and marijuana products 6 hours before your procedure. For directions to our facility - dhlink.co/map

Post Surgery Follow-up

Oct 14 at 8:30 AM

ESLC: Hi Sam, your well-being is our priority. Please reply YES or NO. Have you had any eye pain, taken medication for eye pain, experienced a fever over 100°F, nausea/vomiting, post-op eye drainage, redness around the IV site, or have questions/concerns? For emergencies, contact your surgeon or dial 911

NO

Oct 16 at 8:30 AM

ESLC: Thank you for choosing ESLC Surgery Center. Please take a moment to share your experience. We'd appreciate your feedback. Thank you!

Google - dhlink.co/GReview
Facebook - dhlink.co/FReview