

**Dialog Health helps
anesthesia provider
increase completed
pre-appointment docs
via web portal by
225%**



The Case Study

An anesthesia provider worked with Dialog Health to increase patient engagement, reduce manual outreach, and improve survey participation and net promoter scores.

The Problem

When Ambulatory Management Solutions (AMS), a national management services organization that supports providers of mobile anesthesia services, brought on a new chief operating officer (COO), she identified that the organization was missing an important communication channel: **text messaging**. The COO had previously used text messaging when she worked at an ambulatory surgery center and witnessed the value of texting for strengthening patient engagement and improving staff productivity. She saw a similar opportunity for Chicago-based Mobile Anesthesiologists (Mobile) and the other anesthesia practices AMS supported.

The Summary

Over a five-month period in 2021, Mobile achieved the following results in its Chicago market:

- **Improved Reach/Engagement**
 - **97%** patient text messaging opt-in rate
 - **94%** patient SMS reachability rate
 - **99%** improved net promoter score
- **Reduced Staff Workload**
 - **74%** of COVID screenings completed via text message
 - **76%** of post-op surveys completed via text messaging
 - **66%** of patient satisfaction surveys completed via text messaging
- **Increased Patient Compliance**
 - **225%** Increase in completed pre-appointment documents via web portal

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The Solution

In July 2020, Mobile deployed two-way texting with Dialog Health to help streamline patient communications and reduce staff workload. Mobile used texting to support a variety of outreach activities, including the following:

- Prompt patients to complete preadmission documentation via patient portal
- Remind patients to arrange for a driver on their date of service
- COVID-19 screenings
- NPO ("nothing by mouth") reminder
- Post-operative surveys
- Patient satisfaction surveys

Since adding Dialog Health, text messaging has helped Mobile Anesthesiologists **increase the percentage of its patients who completed their patient history via the organization's web portal from about 30% to 65% - a 225% increase.** A similar increase was achieved in the number of patients who participate in patient satisfaction surveys. These improvements were achieved while also helping significantly reduce the amount of time staff spend on performing COVID screenings, postoperative surveys, and patient satisfaction surveys.

Tina Mentz, Chief Operating Officer, Ambulatory Management Solutions



"Dialog Health is helping us better achieve our company's goals. At AMS, we talk a lot about the Quadruple Aim. Texting is helping us touch on all those points. It supports our efforts around achieving good outcomes, delivering a great patient experience, improving efficiencies that lower costs, and providing feedback that enhances the healthcare worker experience. It's rewarding to know that we're contributing to the positive changes our healthcare system needs."

Case Study Web Portal Use

The Conclusion

Dialog Health's two-way text messaging platform has been a gamechanger for Mobile. The organization has relied on texting to achieve noteworthy patient engagement improvements while dramatically reducing the time and costs associated with manual patient communications.

The Results

225%

INCREASE IN COMPLETED PRE-APPT. DOCS VIA WEB PORTAL

99%

IMPROVED NET PROMOTER SCORE

97%

PATIENT TEXT MESSAGING OPT-IN RATE

Dialog Health's HIPAA-compliant, conversational two-way 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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