

Patient Engagement + Care Navigation

Automated SMS workflows that keep patients prepared, reduce no-shows and no-gos, and lower staff workload.

dialog
health

SCHEDULING + PRE-APPOINTMENT

Reduce no-shows and last-minute cancellations by keeping patients informed, prepared, and confirmed before their appointment.

SCHEDULED

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.

Yes

Thur, Feb 22 at 9:30 AM

FranklinASC: Hi Joe, here is the prep packet that your doctor reviewed with you - [dhlink.co/prep](#).

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).

PRE-APPOINTMENT

APPOINTMENT PREP

Reduce no-gos and improve pre-registration completion, patient compliance, and on-time arrivals—while easing staff workload on the day of care.

APPOINTMENT PREP INFO

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

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 PREPARATION /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: Please arrive 45 min early and here's a map to our office parking 📍 [dhlink.co/DHMap](#).

POST-APPOINTMENT + REVIEWS + RCM

Reduce readmissions, increase review and survey participation, reduce call volume, and accelerate revenue cycle follow-through.

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

Fri, Mar 29 at 9:00 AM

FranklinASC: Hello Joe, our records indicate an outstanding balance on your account. 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!

I made the payment online.

BILLING

SAMPLE OF REAL RESULTS

66%

Reduction in No-Shows & No-Gos

- ✓ Reduces no-shows & no-gos
- ✓ Backfill appointments
- ✓ Reduces cancellations
- ✓ Minimizes appointment leakage

92%

Reduction in Post-Op Calls

- ✓ Streamline check-in process
- ✓ Improve patient compliance
- ✓ Reduce Delays
- ✓ Reduce employee workload

1000%

Increase in Google Reviews

- ✓ Decrease staff phone calls
- ✓ Increase patient satisfaction
- ✓ Reduce A/R balance
- ✓ Improve Google reviews & surveys

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

