

## CASE STUDY: TEXTING SAVED STAFF FROM MAKING OVER 75,000 CALLS

### URGENT CARE COMPANY USES DIALOG HEALTH TEXTING PLATFORM TO COMMUNICATE NEGATIVE COVID-19 TEST RESULTS

#### THE PROBLEM:

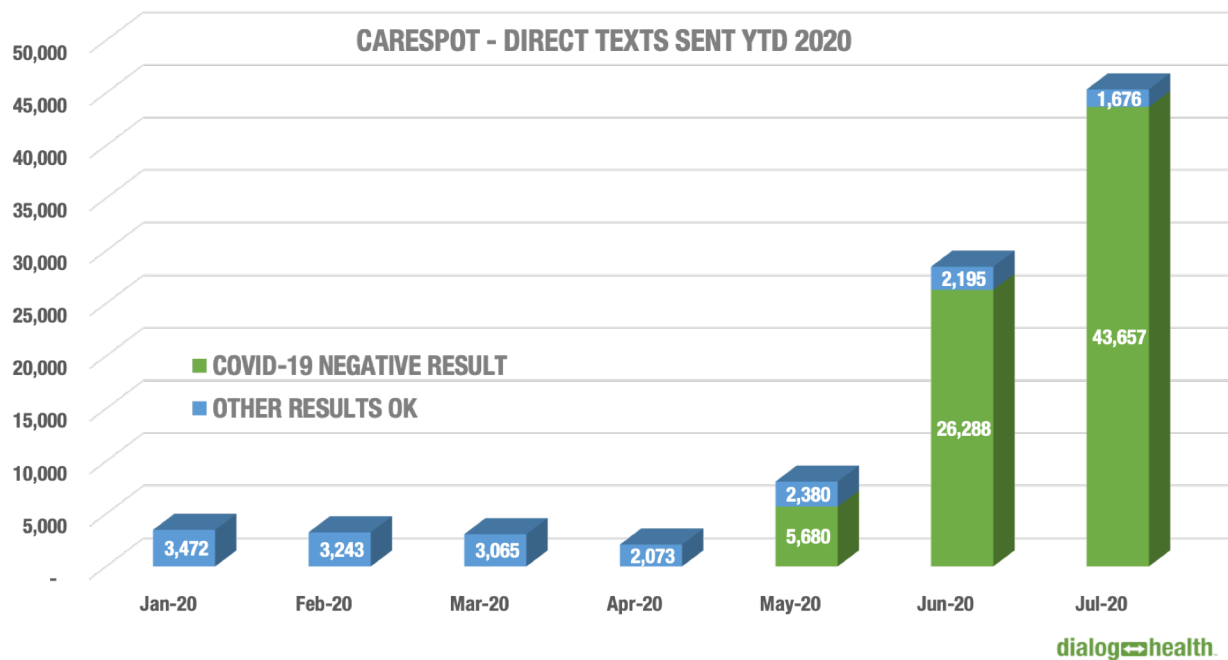
When CareSpot Urgent Care began performing COVID-19 tests in spring 2020, its physicians were finding that they were spending a few hours every day making phone calls just to tell patients that their test results came back negative.

#### THE SOLUTION:

CareSpot decided to leverage live-texting feature of the Dialog Health HIPAA-compliant, two-way text messaging platform. This allowed physicians to send texts to patients letting them know that their COVID-19 test results were normal. CareSpot was already using live texting to communicate with patients about normal results for other studies, so the addition of a COVID-19-related text was simple to set up and deploy.

#### THE RESULTS:

Within the first 60 days of implementing live text messages to inform patients of COVID-19 negative results, CareSpot was able to eliminate the need for its physicians to make more than 75,000 phone calls. This allowed CareSpot physicians to spend more time providing services to patients.



#### THE CONCLUSION:

The Dialog Health two-way mobile messaging platform has proven to be an efficient and cost-effective means of freeing up valuable physician time by reducing the need for physicians to communicate with patients via phone calls, which are a time- and resource-intensive process. CareSpot, its physicians and patients also benefit since the urgent care centers using the live-texting feature for COVID-19 have more time available to schedule appointments and provide services.

#### To learn more:

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**dialoghealth**  
Two-way text messaging.