

How a Dialog Health text campaign led to a 82% reduction in readmissions within 90 days



The Case Study

Hospital surgical department works with Dialog Health to reduce readmissions and increase patient satisfaction.

Administrator, Hospital Surgical Center



"The Dialog Health platform helped our surgical facility to not only **reduce our readmissions by 82%**...we also saved 9 staff hours by not having to make TJR-related phone calls. Our patients liked getting text messages and **our staff loved the time-saving** and ease of contact."

The Summary

The Dialog Health platform allowed the surgical facility to get the following results:

- **Reduced Readmissions**
 - 82% reduction in readmissions
- **Reduced Staff Workload**
 - Over 9 staff hours saved by reducing TJR-related phone calls
 - Over 11 staff hours saved by reducing Endo-related phone calls
- **Patient Satisfaction**
 - Improved patient satisfaction while streamlining staff workflow for efficiency

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The Conclusion

Dialog Health's two-way mobile messaging platform has proven to be an efficient, fast and cost effective way to reduce readmissions and increase patient satisfaction.

The Results

82%

REDUCTION IN READMISSION

9

STAFF HOURS SAVED BY
REDUCING TJR-RELATED CALLS

11

STAFF HOURS SAVED BY
REDUCING ENDO-RELATED CALLS

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.

The Problem

The surgical facility needed a more efficient way to reduce work hours per case while, at the same time, improving readmission reduction benchmarks and improving patient satisfaction.

The Solution

Participate in a 90-day POC with Dialog Health, a HIPAA-compliant, cloud-based two-way secure, automated and real-time texting solution.



Contact Us To Learn More

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