

REAL CONVERSATIONS.  
REAL ENGAGEMENT.  
REAL RESULTS.  
**REAL IMPACT!**



## REAL RESULTS\*

Our HIPAA-compliant communication solutions have **proven** to increase patient engagement, improve outcomes, decrease costs, increase revenue, and reduce staff workload.

<b>66%</b> REDUCTION IN NO-SHOWS & NO-GOS	<b>125%</b> CLICKTHROUGH RATE - PRE-OP INSTRUCTIONS	<b>15%</b> INCREASE IN RECALL APPOINTMENTS	<b>92%</b> DECREASE IN PRE- & POST-OP CALLS	<b>97%</b> REACH RATE FOR REFERRAL CAMPAIGN	<b>54%</b> INCREASED CASH FLOW BY REDUCING AR
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\*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

Saved Appointments per Month

**40 appts**

Revenue Saved per Month

**\$39,600**

Phone Call Hours Saved per Month

**44 hrs**

**Additional Annual Revenue Captured**

**\$475,200**

\*based on the ASC average appointment revenue. Results vary based on usage.

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

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"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.*

- Director of ASC

# Discover the power of Dialog Health. A best-in-class texting and analytics platform delivering real results for Ambulatory Surgery Centers.



INCREASE REVENUE    DECREASE COSTS    IMPROVE OUTCOMES    REDUCE WORKLOAD

## POPULAR USE CASES

### AUTOMATED PRE-APPT TEXTING

- Appointment reminders/confirmations
- Adherence/compliance reminders
- Pre-registration / E-check-in links
- Online self-scheduling links
- Digital in-take forms
- Arrival procedures (arrival time, address)
- Recall and referral campaigns
- Copay and insurance communication

### AUTOMATED POST-APPT TEXTING

- Post-appointment check-in
- Communicate post-appointment results
- Payment-related reminders (RCM)
- Pay portal link + phone number
- Digital post-appointment forms
- Online reputation management:
- Automated surveys – simple text (NPS)
- Links to online reviews (Google reviews)

### DIRECT TEXTING

- Answer inbound questions
- Reach unreachable patients
- Voicemail full
- Please call us at #
- Not answering phone calls
- Caregiver communication
- Remaining balance reminders (RCM)
- Offer earlier available start times

### AD-HOC TEXTING + MORE

- Weather closures /delays in start times
- Emergency alerts and links
- Doctor out – group rescheduling
- Group-specific SMS
- GLP-1 notification of usage
- Custom Digital Forms
- Branded QR Codes
- Multi-Language (AI translation)

### ANALYTICS PRO

- Realtime delivery reports
- Live action responses
- Triage of responses
- Historical SMS
- Trackable Short Links
- Trackable Unique Links
- Digital Forms dashboard
- Trackable response rates
- Historical SMS data
- Trackable QR Codes
- and much more

## We integrate with the systems you already use

