

PHYSICIAN GROUP USES DIALOG HEALTH TO HELP ALERT THOUSANDS OF PATIENTS WITHIN MINUTES DRASTICALLY REDUCING STAFF PHONE CALLS.

THE PROBLEM:

A major practice was having difficulty communicating quickly with patients, staff, and providers when unexpected events happened—increasing stress, confusion, and costs due to miscommunication and the chaos it caused.

THE SOLUTION:

The practice implemented Dialog Health's Ad Hoc mobile messaging solution to send messages to a specific segment of the patient, staff, and provider population.

THE RESULTS:

Using the Dialog Health Ad Hoc mobile messaging solution, the administrator sent 4,706 messages for 1 practice in 3 locations instead of using phone calls to reach the same population. Total time spent by administrator: less than 10 minutes. The Ad Hoc solution is also a great incentive to get patients to OPT-IN, which in turn increases patient satisfaction.

THE CONCLUSION:

Dialog Health's two-way mobile messaging platform has proven to drastically reduce staff workload and reach thousands of patients in minutes.



"The Dialog Health platform has brought a new light to the way we communicate with our patients. Outside the appointment reminders, this platform has provided my clinic with the ability to communicate with a mass amount of patients in a very short amount of time. Throughout this year, we have had multiple cases of inclement weather or ill providers where we had to communicate with our patients that would potentially be affected. With the ability to send mass texts to specific patients, we have dramatically reduced the number of hours spent on the phone and minimized the stress level within my staff." -Austin R., Clinic Manager