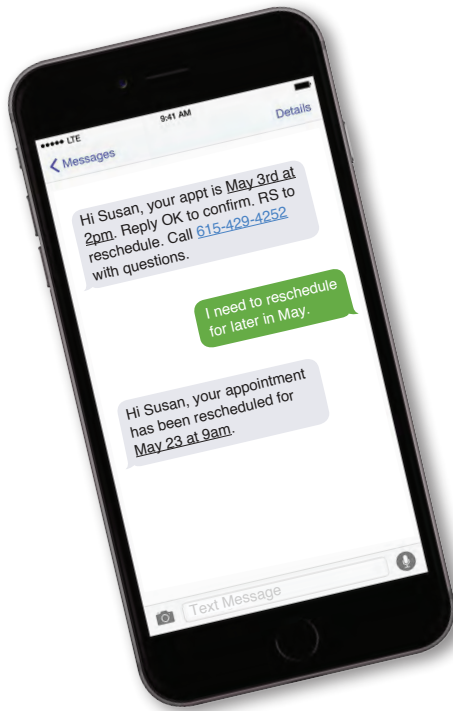


PHYSICIAN GROUP USES DIALOG HEALTH TO HELP REDUCE NO-SHOWS WITH PATIENTS BY 34% AND GREW REVENUE BY \$100,000.

THE PROBLEM:

The physician services division of a large health system had a goal of reducing appointment no shows in 2015. Missed appointments were costing them considerable time and money. The primary form of appointment related communication was automated phone calls.



THE SOLUTION:

The physician services division implemented a two-way real time text messaging platform from Dialog Health. The platform provides clinics the ability to engage patients via automated messaging, ad hoc (group) messaging and direct text messaging. The system has proven the ability to increase revenue, decrease costs, improve staff workflow and enhance patient satisfaction.

THE RESULTS:

The Dialog Health solution dropped the collective no-show rate by 34%, from 7.64% in December 2014 to 5.03% in June of 2015. The Physician's group has projected \$100,000 in additional revenue.

THE CONCLUSION:

Dialog Health two-way mobile messaging platform has proven to be an efficient and cost effective way to reduce no-shows and increase revenue.

"Dialog Health has been a great addition to communicate with our patients. It has allowed us to connect much more efficiently without any of the regular issues that present with conventional communication. We receive responses in most cases instantaneously. Last year we were able to send campaigns to all consenting patients when we were closed or on weather delays – saving our staff countless hours on the phone with a few key strokes and the click of a button. I would recommend the system because it has so many different functions from decreasing no-shows to notifying our patients of last-minute office changes due to weather delays." – Braxton H., Medical Office Coordinator