

SWITCHED TO 1-800 NOTIFY

Endocrinology of Central Florida had been using appointment reminder services from a vendor with over 20 years of experience, but was unhappy with the service. Issues included: Some patients could not understand the message, some answering machine messages were incomplete, lack of flexibility and slow customer service. During the Free Trial, 1-800 Notify was able to understand Endocrinology's unique needs, create new messages and prove they could solve all the issues. What made it easy for Endocrinology to switch was that 1-800 Notify did it at a more affordable price.



EXTRA LAB WORK REMINDER

"Almost all our patients have scheduled lab work to get done before their appointments. We found that many would forget without a reminder. With 1-800 Notify, we were able to add a new friendly, professionally recorded Lab Work Reminder calls 2 week before their appointment.." Said Maggie O'Donnell, Practice Administrator. "Our patients love



Endocrinology of Central Florida provides outpatient diagnostic and treatment solutions for a variety of endocrine disorders.



They have two locations in Central Florida in Edgewater and Lake Mary and see an average of 50 patients per day.

“—————
I like the personal, friendly and fast service I receive from 1-800 Notify staff. It is such a nice change from the other provider we used to have!

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receiving the Lab Reminder in a timely manner. With 2 weeks they have all the time they need to get their lab work scheduled and completed and even have time to get a new lab order, which sometimes happens!”



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Our staff used to spend upwards of 2 hours every day making calls. 1-800 Notify saves all that time so we can get important tasks done and better serve our patient needs.

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APPOINTMENT REMINDERS, TOO

Endocrinology of Central Florida also uses our Appointment Reminder calls. The staff schedules these calls to start at 5:00 pm in the evening so they can maximize the likelihood of reaching their patients live. In addition, the staff has configured the system to try patients whose lines are busy three times over the course of an hour. This helps ensure the best chance of reaching someone live when their line is busy or no one answers. When an answering machine picks up, the message is played twice to ensure delivery. “Before 1-800 Notify we had problems with our other calling provider leaving just half a message and the patients getting confused. With the double message at no extra charge, we know every patient will get the complete message.”

OVER 40 CUSTOMIZED MESSAGES

Patients come in for many different types of procedures such as blood glucose review, diabetes education, insertion of continuous glucose monitoring systems, injections, thyroid ultrasounds and medical nutrition therapy. With 2 locations and both live person and answering machine version of each message, 1-800 Notify generates over 40 different customized messages for Endocrinology of Central Florida. This helps to make sure each patient gets exactly the right message every time.

MESSAGE CHANGE, FAST SERVICE

Recently, one of the two offices was moving to a new location. All the messages for patients going to the Lake Mary office had to be changed to make sure they knew about the new address. Over the course of just a couple of days, Maggie worked with 1-800 Notify support staff to create a new professionally recorded message announcing the move. The message was recorded and ready for use in the system in very short order.

