

SAVE TIME AND REDUCE NO-SHOWS UP TO 60%

“Our front desk staff at each of our physician offices used to be constantly tied up making reminder calls. In some cases, our staff was so busy they could not complete the reminders for the day. Then we would definitely see no-shows the next day!” Said Tammy Jackson, Practice Manager at Florida Hospital Flagler. “After implementing 1-800 Notify across our physician practices, we have freed up a tremendous amount of staff time, have seen no-show rates drop, and our patients are happier because the staff is more available to focus on their needs in the office.”

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*Our busy pediatrician office saw its
no-show rate drop by 60% with
1-800 Notify Appointment Reminders.*
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Florida Hospital Flagler has been serving the Palm Coast community since 2002 and is part of Adventist Health Systems. They have 29 physician offices.



They have been using 1-800 Notify since 2011 to handle thousands of calls every month.

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CUSTOMIZED MESSAGES ARE EASY

“1-800 Notify is very easy to set up and use. We can feel confident that all patients will receive the correct reminder call, every day, like clockwork. We also have a wide variety of practices, some of which have some very unique appointment reminder requirements.” continues Tammy. “We have different messages for each practice and have customized messages for every single patient. New patients get a special welcome message and request to please arrive early to their first appointment. It has really helped our offices run much more efficiently.”

LAB WORK REMINDERS

Several of Florida Hospital’s family practice offices were facing the challenge of patients showing up for their appointments having forgotten to get their scheduled lab work done. 1-800 Notify provided a great solution with extra 2-week-ahead lab work reminders. “Now we have a much higher percentage of patients who show up prepared for their appointments. The patients, staff and physicians all love it when patients show up prepared.”

RECALL REMINDERS, TOO

Some of our specialists use the 1-800 Notify system to send our recall reminders to patients for required follow-up checkups after their procedures. All the calls are now done automatically, freeing up the office staff to do other, more pressing tasks such as taking care of patients who are in the office or following-up on patient or physician requests. 1-800 Notify allows these offices to cost effectively reach all the patients who require follow-up notices.



“
1-800 Notify has freed up a tremendous amount of staff time helping us to provide superior patient service.
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