



**Increase Your Office Revenue By  
Decreasing "No Shows"**



Ambulatory EHR

**IMS v12 is CCHIT 2008**  
Certified for Ambulatory EHR

## INTRODUCTION

SUITEMED'S INTERACTIVE VOICE REMINDERS (IVR) dramatically reduce missed appointments. This interactive reminder system automatically calls your patients to confirm their appointments. Suitemed also offers the option of a liveperson appointment reminder scheduling service for practices that is extremely affordable. In today's busy practices, staff members have more critical tasks to do than reminding every patient about his or her upcoming or missed appointment. Save money and time, and reduce liability by ensuring that all patients receive their regulation required reminders. SUITEMED'S IVR service will call the patient to confirm his or her appointments.



## HEALTH MAINTENANCE REMINDERS

Intuitive Health Maintenance Reminders within the portal help clinicians enhance patient care by reminding patients and assuring timely completion of appropriate appointments, tests, immunizations, exams and screenings. Customizable by specialty, Health Reminders can be set using a combination of factors including care plans, procedures performed, patient's diagnosis, and previous encounters within a certain timeframe, medications, lab tests, diagnostic tests, gender and age.

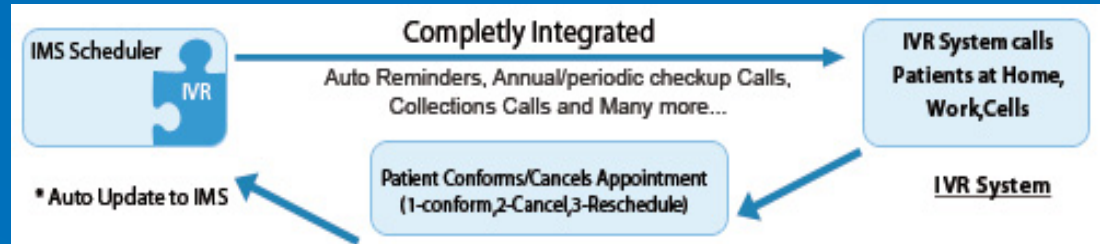
STATS SHOWING INCREASED ROI				
Estimated Daily No Shows	<b>3</b>	<b>10</b>	<b>30</b>	
Revenue per Patient	\$75	\$75	\$75	
Revenue Lost Everyday	\$225	\$750	\$2,250	
Revenue Lost in a Year	\$59,400	\$198,000	\$594,000	
<b>Estimated Revenue Increase:</b> (If No Shows reduces just 50% by IVR)	<b>\$29,700</b>	<b>\$99,000</b>	<b>\$297,000</b>	

## WHY INTERACTIVE VOICE REMINDER SYSTEM?

- » IVR saves time and money by allowing staff to focus on more core tasks
- » It increases revenues by decreasing "No-shows"
- » The "Time and Date" format completely eliminates any room for confusion
- » IVR improves the efficiency and accuracy of patient care
- » IVR helps the office run smoother and builds rapport with clientele

## ACTIVATING IVR IS AS EASY CLICKING A BUTTON

All you need to do to start using IVR is change the IVR Status in Appointment Scheduling to 'Yes' and the rest is done automatically.



## THE SERVICE CAN BE ACTIVATED ACCORDING TO TWO OPTIONS

### 1. AUTOMATED, COMPUTER-GENERATED CALLS

Office schedules are automatically transferred to Suitemed's server which then makes the calls.

- » Patients press "1" to confirm their appointments or "2" to cancel appointments.
- » Responses are automatically visible on IMS's Scheduler or on IVR reports in your office to notify front office staff of confirmations or cancellations.
- » Your office chooses when and how often calls should take place. You have the added option of recording a personalized, recorded message.

### 2. SUITEMED'S 'LIVE-RECEPTIONIST' REMINDERS

Office Schedules are automatically transferred to Suitemed's server for live Suitemed staff receptionists to make the personalized calls.

- » Responses are entered into the system by the Suitemed live receptionist and become automatically visible on IMS's Scheduler or on IVR reports in your office. These clearly indicate to front-office staff all confirmations and cancellations based on patients' feedback.
- » Maintains a personal relationship with your patients but with a significantly reduced overhead cost.

*"I was surprised to find out that we already have an IVR solution and just had to implement it.  
Now our 'No-Shows' have reduced drastically"*

**- Dr. Nimesh Panchigar, M.D., Tampa Family Health Center**

*"After using IVR With one click we get confirmed appointments without no shows... increased  
efficiency make this service a MUST"*

**- David Robertson , Bulverde Medical Clinic**

## ABOUT SUITEMED

SuiteMed Software, Inc. is changing the face of healthcare around the globe. Before the age of twenty, the company founder had completed 6 years of college—reflecting the drive and dedication that continue to define Suitemed today. The company was created in 1998 by collaborating with premier software developers and practicing physicians with the goal to provide an innovative suite of *intelligent, integrated* and *intuitive* software solutions supporting the primary process of healthcare delivery.

SuiteMed's revolutionary software solutions connect physicians, patients, labs, pharmacies and long-term care facilities nationwide. Providers are empowered with key knowledge that enhances the way they conduct business and serve their clients. Suitemed's software solutions include: Intelligent Medical Software (IMS) v12, Intelligent Pharmacy Software (IPS) and Intelligent Radiology Management Software (IRMS). With any one of Suitemed's integrated solutions, saving time and money becomes second nature and service continues to be the number one priority.



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