



# iSOFT Notification Manager

**iSOFT**

## iSOFT Notification Manager is a simple, economical and secure way for healthcare organisations to communicate with their patients.

Across the spectrum of healthcare there is a requirement to schedule appointments. On average, however, there is a 15-20% 'no show' for appointments, as patients have either forgotten or have had to cancel their appointment at the last minute.

iSOFT's Notification Manger allows healthcare providers to send text messages from a PC to their patients, reminding them of scheduled appointments, as well as notifying them on cancellations and consequent rescheduling.

By effectively managing the appointment process through iSOFT's Notification Manger, both the patient and care provider benefit from improved patient care, increased revenues and reduced operational costs.

iSOFT is partnering with MessageMedia to provide our clients with the opportunity to send business SMS directly from their iSOFT Patient Management Solution.

iSOFT Notification Manager provides appointment reminders and amendments via a text message, which is sent to a patient's mobile phone at a time set by a hospital or clinic. Where the patient does not have a mobile phone, there is the option to send the notification via a voice message to the patient's designated landline.

Providers can use iSOFT's Notification Manger to send various communications to patients, including:

- Outpatient appointment reminders and acknowledgements
- Outpatient appointment cancellation
- Outpatient appointment rescheduling
- Initial patient registration and acknowledgement of further SMS

The patient's response to the notification is then sent to the iSOFT Patient Management solution, providing the ability to identify and action patient's responses.



## Benefits of Business SMS

### Reduce Operational Costs

SMS is more efficient and cost effective than phoning, emailing or mailing your patients, therefore significantly reducing ongoing communication costs, without the added expense of new hardware or software.

### Increase Revenue

SMS can assist healthcare organisations to operate more efficiently, reducing the rate of costly failure to attend (FTA) occurrences by up to 80%, by providing a convenient method of notifying and reminding patients of appointments.

### Improve Patient Care

SMS enhances patient satisfaction and loyalty, by improving the communication channel between healthcare provider and patient. SMS offers an immediate, yet non-intrusive way for providers to connect with their patients.

## Why has iSOFT partnered with MessageMedia?

iSOFT has selected MessageMedia as their SMS partner as they are the industry leader in this field, offering unrivalled service, support and customer care to over 8000 clients.

### Superior technology

MessageMedia's solution offers two-way communication with mobile phones on any Australian or New Zealand carrier, therefore facilitating interaction between healthcare providers and their various contacts, as well as allowing recipients to 'opt-out', ensuring compliance with relevant privacy laws.

### Reliability

There are many SMS providers in the market, however not all are reliable and unfortunately, poor service costs organisations time and money. MessageMedia are SMS specialists that guarantee to ensure the delivery of all messages, in the fastest possible time.

### Experience

MessageMedia is Australia's largest business SMS provider, supplying SMS solutions to a wide variety of healthcare organisations such as hospitals, area health services, clinics, aged care facilities, and private practices.

### Simplicity

MessageMedia's SMS solution is easy to use and can be set up in minutes. Furthermore, their experienced support team is on-hand 24/7 to provide assistance, either by phone or email, as required.

## About iSOFT

iSOFT designs, develops and implements advanced healthcare solutions which are focused on enabling all participants in the provision of care to connect, communicate and collaborate to improve the quality, timeliness and experience of care for providers and consumers.

Today more than 13,000 provider organisations in about 40 countries, across five continents use iSOFT's solutions to manage patient information and drive improvements in their core processes.

We provide flexible and interoperable solutions to the whole spectrum of providers, from single physician practices through to integrated national solutions supporting thousands of concurrent users. Customers can confidently invest with iSOFT as their strategic IT partner, secure in the knowledge that we understand both healthcare and technology. With a strong track record of delivering innovative, scalable products, iSOFT and its solutions act as a catalyst for change, improving processes and increasing efficiencies and humanising the healthcare experience for all.

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