Personal patient communications, one call at a time.
Answering Services

Let your patients and their caregivers know that when they call your office – at night, on weekends or even holidays – notifymd Care Coordinators are there for them. The Care Coordinator takes their messages, contacts the on-call provider, and answers their questions, just the way you would. By providing 100 percent HIPAA-compliant service, notifymd offers the perfect solution for your patients, your staff and your providers.

**What notifymd Answering Services means to your patients:**
- Live voice answers by Care Coordinators who are versed in medical terminology and basic protocols.
- Urgent messages delivered in real time to the correct provider-on-call via any device.
- Non-urgent messages carefully screened to cut down on unnecessary pages and expense and delivered the next business day.
- Seamless patient experience that leads to increased patient satisfaction.

**What notifymd Answering Services means to your staff:**
- Customized protocols, greetings, message templates and on-call information, including temporary on-call and reach instructions.
- Maintenance of weekly and monthly on-call schedules.
- Quality assurance program that continuously monitors program performance.
- System and network redundancy and back-up technologies to ensure continuous operation.

**What notifymd Answering Services means to your providers:**
- Improved quality of life as non-urgent messages are held until the next business day.
- Daily reporting of messages for follow-up and accountability.
- Flexibility in accommodating reach instructions by hour or day, or in any other time frame.

Give your patients and providers peace of mind by trusting notifymd to be your Answering Services partner. It's a choice you'll be glad you made.

Join thousands of healthcare providers that have already discovered the benefits of our first-class patient communications services. Call your notifymd sales representative, or contact us directly at 1-888-388-8856. www.notifymd.com.
When it comes to reminding patients of their upcoming appointments, notifymd’s HIPAA-compliant Appointment Reminders outperform every other method of communication. Automatically send friendly, personalized voice, text and email appointment reminders to your patients. Study after study has concluded that a consistent appointment reminders program dramatically reduces “no-shows.” Unfortunately, this important element is often overlooked due to competing office responsibilities. Appointment Reminders by notifymd automate this process, thus increasing productivity, reducing no-shows and boosting revenue.

**What notifymd Appointment Reminders means to your patients:**
- Promote wellness by ensuring appointments are kept.
- Increase patient satisfaction – reminders show you care.
- Calls are made when patients are most likely to be reached.

**What notifymd Appointment Reminders means to your staff:**
- Staff are free to handle more important patient issues.
- Appointments are automatically uploaded to your practice’s schedule, with detailed reports of confirmations, reschedules or cancellations.
- Prevent appointment no-shows.
- Save valuable staff time.
- Daily reports provide easy-to-read call outcomes.
- Customized and consistent communication leads to compliant patients.
- Reduce hours of calling to just minutes per day.

**What notifymd Appointment Reminders means to your bottom line:**
- Preventing no-shows avoids loss of revenue.
- Reduce or eliminate staff overtime costs.
- Increase office productivity.

Reduce patient no-shows with notifymd’s Appointment Reminders.

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Whether you manage a network of hospital departments or just one very busy office, notifymd can process calls for you. By scheduling appointments on a front-line, overflow or after-hours basis, notifymd becomes a professional, responsive extension of your office staff. Appointment Scheduling improves patient service levels and retention rates while increasing patient satisfaction and access to your organization.

**What notifymd Appointment Scheduling means to your patients:**
- Your patients will be confident that they can call anytime, day or night.
- Patients don’t have to wait to receive quick and accurate appointment scheduling.

**What notifymd Appointment Scheduling means to your staff:**
- Less stress knowing that patients are being taken care of.
- They can focus more time on more urgent patient issues while notifymd takes care of routine appointment scheduling.

**What notifymd Appointment Scheduling means to your providers:**
- A happy, less-stressed staff is a more productive staff.
- When your patients get fast, reliable and professional service, they are more likely to remain your patients.

Save time and resources while letting your patients know you’re always available to take their call with notifymd’s Appointment Scheduling services.

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Your patients want to hear from you, even when the news is good! Confidential Messaging by notifymd is the solution! Quickly, confidentially and securely communicate test results, referral authorizations, prescription refills, follow-up instructions and general information to your patients in just minutes a day. Patients conveniently access their important messages by calling in to their patient-ID protected message box, 24 hours a day.

What notifymd Confidential Messaging means to your patients:
• Patients receive confidential, HIPAA-compliant messages 24 hours a day, seven days a week.
• Easy access to follow-up instructions and patient education.
• Quick and convenient access to important health information.
• No more phone tag with office staff.
• No more waiting on hold.

What notifymd Confidential Messaging means to your staff:
• Consistent, quality messages from a centralized source.
• Staff is free to focus on more urgent tasks.
• Dramatic reduction in the number of incoming and outgoing calls.
• Reduces staff stress levels.
• Boosts office productivity and efficiency.
• Eliminates phone tag and frequent interruptions.

What notifymd Confidential Messaging means to your bottom line:
• Recorded and archived messages reduce practice liability.
• Reduces staff overtime.
• Most cost-effective method for message delivery.

Deliver any message to your patients in a confidential manner with notifymd’s Confidential Messaging solution.
Daytime Call Management

Congratulations! Your practice is growing. That means call volume is increasing too, resulting in a staff that’s suddenly busy-busy-busy. So how do you prevent long hold times, repeat calls, busy signals and a full voicemail box while you and your staff are caring for patients? The Daytime Call Management solution by notifymd offers your patients a live voice 100 percent of the time without adding staff or telephone lines, or extending office hours.

What notifymd Daytime Call Management means to your patients:
• Patient calls are routed to one of our Care Coordinators, who answers the call exactly as your staff would.
• Patients experience consistent service levels each and every call.
• Patients’ frustrations are eliminated by letting them know when their requests will be fulfilled.

What notifymd Daytime Call Management means to your staff:
• Trust that if your staff is unable to answer the phone, patients can still be greeted by a live voice.
• Routing of non-urgent calls such as prescription refills or medical record requests to notifymd, where all pertinent information can be captured and phone tag is eliminated.
• Increased transparency and a complete audit trail of all actions taken on a call.
• No more overtime needed to transcribe voicemails or research patient information.

What notifymd Daytime Call Management means to your operations:
• No added costs to install technology or purchase hardware.
• Consistent response to spikes in call volume without disrupting the patient experience.
• Increases appointments and revenue by freeing up your staff to focus on their core job responsibilities.
• Reduces potential liability. All calls are recorded and documented.
• Keeps personnel costs down by improving staff efficiency.

Manage your high call volumes while keeping costs low with notifymd’s Daytime Call Management solution.

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Patient satisfaction and retention are what will keep your practice in business for many years to come. The state-of-the-art call centers at notifymd are designed to enhance your ability to attract new patients and maintain the ones you already have. Working closely with you, notifymd will design scripts based on the specific type of campaign you are promoting, including type of caller, message content and language requirements. You can also receive assistance with selecting toll-free numbers, designing a reporting system, and ensuring that a customized training program is effectively implemented.

**What notifymd Patient Acquisition Services means to your patients:**
- Patients can easily get referrals and access to physicians in your organization.
- Patients get valuable information and education about their health.
- Patients stay up-to-date on your office and any new products or services you may be offering.

**What notifymd Patient Acquisition Services means to your staff:**
- Seamless operations with Care Coordinators functioning as an extension of your organization.
- Staff can focus on their normal day-to-day duties while notifymd manages all calls related to special promotions, product inquiries, order taking, etc.
- Calls are made by notifymd to remind patients of events and confirm attendance.

**What notifymd Patient Acquisition Services means to your operations:**
- Use your on-hold time to notify callers of upcoming screenings, wellness programs and any other promotions.
- Increase patient loyalty and keep them as patients for a long, long time.
- Employ an excellent, cost-effective medium to market new products and services to your patients.

Get your patients the information they need about your services seamlessly and professionally with notifymd's Patient Acquisition Services: Physician Referral, On-Hold Messaging, Event/Class Registration, and Ad/Campaign Response.

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Proactive patient communications are more and more important in the ever-changing healthcare landscape. That means reminding patients of a screening or test, informing them of upcoming flu shot clinics, or surveying them to determine how you might enhance their experience. This outreach can often be time-consuming and resource-draining to a healthcare organization. The Patient Outreach solution by notifymd is specifically tailored to the needs of providers and healthcare organizations to help you achieve solid, quantifiable results.

**What notifymd Patient Outreach means to your patients:**
- Patients stay informed about ways they can improve their health.
- Regular contact from their doctors lets them know their doctors care about their health and well-being.
- All information gathered is confidential and HIPAA-compliant.

**What notifymd Patient Outreach means to your staff:**
- Staff is free to focus on patients in the office rather than trying to squeeze in a few minutes here and there to make outreach calls.
- Patients can be contacted at a time that’s convenient for them.
- Staff can field incoming calls to schedule appointments.

**What notifymd Patient Outreach means to your bottom line:**
- Increased appointments for recommended screenings or wellness initiatives.
- Updated patient information helps maintain satisfaction and loyalty, reducing patient turnover.
- Customized programs help meet your patient communication needs.
- Patients’ feedback helps you stay current and make changes to suit their needs.

Gain the flexibility to adjust your practice to better serve your patients with notifymd’s Patient Outreach solution.
Switchboard Services

Extend your office hours to 24 hours a day, seven days a week, 365 days a year without adding staff! State-of-the-art technology combined with superior customer service allows notifymd to deliver efficient switchboard services when your staff is unavailable to answer calls. And because our services are completely customizable to your organization, patients will be confident that they are talking directly to a member of your staff.

What notifymd Switchboard Services means to your patients:
• Patients can contact your office and receive important information anytime, day or night.
• Our custom-designed services make your patients feel as though they are talking directly to your staff.
• Patients are assured that you are always there for them.

What notifymd Switchboard Services means to your staff:
• Less overtime and more flexible schedules mean less stress.
• The latest call-routing software monitors calls and voicemails and delivers them securely to your email.
• Every call is answered and every patient is served, even as call volumes increase.

What notifymd Switchboard Services means to your operations:
• Ease staffing requirements and coverage issues.
• Reduce potential liability. All calls are recorded and documented.
• Services can be customized to your needs, whether overflow, after hours only, or as a full-time, front-line solution.

Improve patient access and response times with notifymd’s Switchboard Services.

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