

# AppointmentCall™

For Windows



## Windows and Web-Based Automated Appointment Reminder System



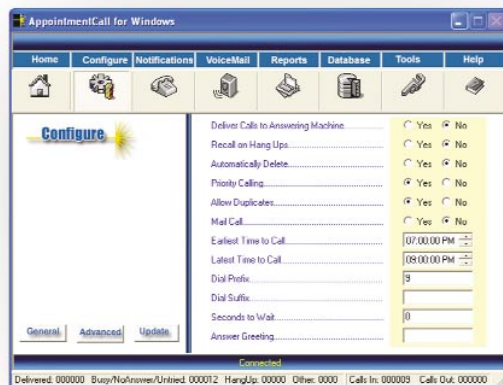
**US Netcom™**  
Corporation

# Designed to reduce no-shows, build your bottom line and improve patient service and satisfaction...automatically.

AppointmentCall For Windows is designed to benefit your patients by improving the lines of communication more frequently, consistently, and automatically.

- **AppointmentCall automates the patient appointment notification and confirmation process** – Every patient receives an appointment reminder call from your practice a day or two before the appointment. The system dials and delivers your personal message while speaking the appointment date & time automatically. Patients simply confirm, cancel or leave a message regarding the appointment with a simple touch-tone response. Patients arrive informed and prepared. Busy or unanswered phones are retried until messages are delivered.

- **Calls will not be missed by patients** – Messages are delivered to phones and answering machines with equal efficiency, using our exclusive, patented MachineMaster™ technology. Text messages can be e-mailed to patient's home or work computers automatically. AppointmentCall also delivers secondary information, such as annual exam reminders, due-procedure reminders, or pre-visit preparation messages.



**Point-and-click configuration**

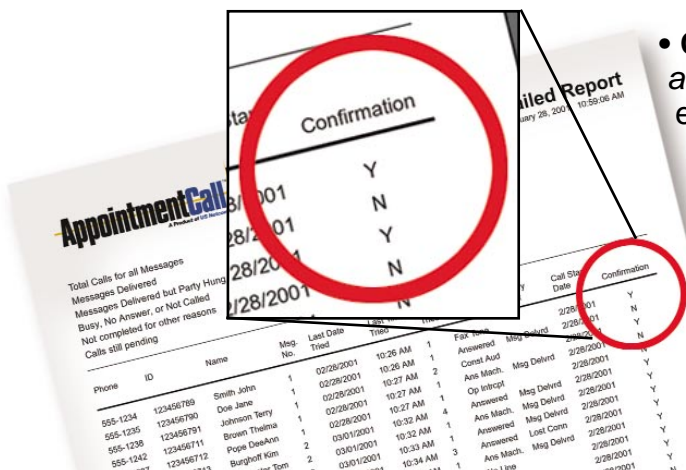
**Reports confirm appointments**

- **AppointmentCall provides proof of your call attempts** – Printed reports document each call, providing appointment confirmation and proof of contact. Reports also show when a patient's phone is disconnected, helping your office staff keep patient information current. This assists in scheduling work-ins, and avoids the hassle of overbooking.

- **AppointmentCall provides patients with more than appointment reminders** – use AppointmentCall to set up a 24-hour information line, staff voicemail, patient connection service, lab results, and much more.

- **Quiet operation won't tie up office computers** – Works alongside your computer, freeing it up for other tasks. It can even be turned off while the system makes calls.

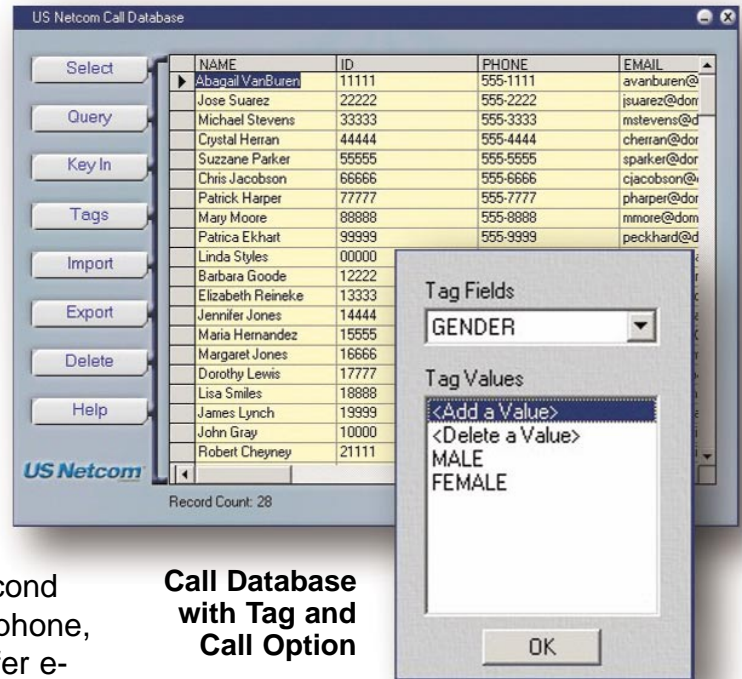
- **Windows and web-based software is easy to set up and learn** – Comprehensive one-on-one phone training and video tutorials are included with the system. Short tutorials demonstrate how to use the system's many features, an excellent way to refresh and retrain if necessary.



# Call Database targets and calls patients, provides accurate medical information, and complies with all HIPAA regulations.

Windows and web software makes tagging, calling and communicating to patients fast and efficient. Here's how:

- **AppointmentCall's Call Database lets you tag and contact many different patient categories** – Tag and recall targeted groups any time. Create tags for important patient services such as "Influenza Immunization Due", "Post-surgery follow-up", "Annual Checkup", "Are You Okay?". HIPPA-compliant operation means patient data is pass-code protected and secure.
- **Sends messages to both phones and email addresses** – Delivers up to 240, 30-second appointment reminder messages per hour by phone, and e-mails text messages to patient who prefer e-mail reminders by computer.
- **Talking database speaks virtually any patient data** – Speaks information using data from your database. Speaks physician and patient names, dates, times, locations and more. Virtually any data can be spoken to - or accessed by - patients.
- **High capacity message storage allows you to create hundreds of messages** – the system holds up to 500 unique messages, so messages can be tailored for specific calling situations.
- **Automated report scheduling delivers emailed and printed reports every day** – Reports are in your hand immediately. Print or email reports to your entire internal e-mail database automatically.



Call Database with Tag and Call Option



Video Tutorials

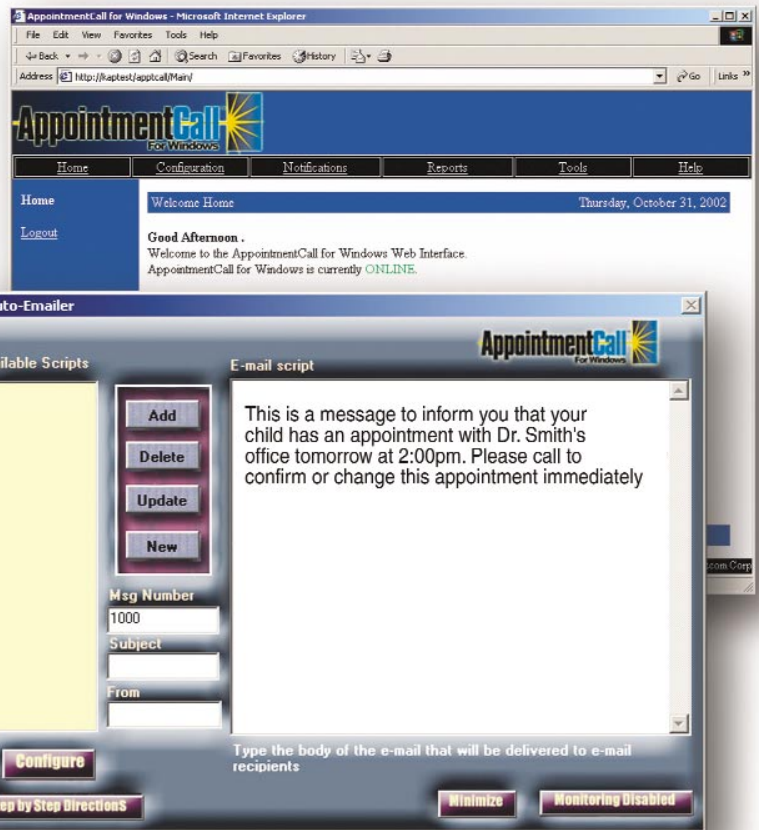
- **Integrates with your existing patient management software** – works with most patient management software packages, including Medisoft, Lytec and others. Or use Call Database to manage and make patient calls directly from your software.
- **Multiple language message delivery** – Supports an unlimited number of languages for messages that need to be tailored to the language of the home.
- **Video tutorials are easy to navigate and use** – Each tutorial has VCR-style buttons that start, stop, rewind and replay.

# Windows and web browser options offer two powerful ways to stay in regular, consistent touch with patients.

Launch calling or e-mail sessions, print reports and create user accounts through Internet Explorer 5.01. and that's not all:

- **Make calls from any computer** – PC, Mac and Linux users can set up Call Lists, launch automated appointment reminder calls and print detailed reports from any Internet-Explorer ready computer. Calls can even be initiated from home!
- **Send text messages to patients who prefer reminder messages by e-mail** – Automatically e-mail text messages from AppointmentCall For Windows to any or all email addresses in your patient database. Simply type your message, drop a list of email addresses in a folder and AppointmentCall For Windows sends email messages automatically. Perfect for sending email reminder notices to patients.
- **Configure the system to meet your practice's needs** - point and click configuration lets you tailor system to your practice's patient management philosophy.
- **Outstanding technical support staff to serve you** - US Netcom offers the industry's best training and toll-free technical support. Our staff work one-on-one with your staff to learn how to get the most from AppointmentCall.

- **Dozens of case studies prove its value** - US Netcom has installed over 23,000 systems in organizations around the world since 1983. Your practice is in good hands with US Netcom.



Web interface and auto e-mailer deliver text messages to patients by computer

## Applications include:

### Inbound Messaging:

Appointment Confirmation  
Staff Voice Mail  
On-Line Payments  
Patient Test Results  
Transcription  
Prescription Renewals  
Treatment Instructions

### Outbound Notification:

Vaccination Reminders  
Patient Surveys  
A/R Collections  
Medication Reminders  
New Patient Instructions  
New Doctor/Service Intro  
Patient Education



# Feature and Technical Summary

## System Compatibility

WindowsXP, 2000, NT, 98, ME

## Software Interfaces

Server: Web component requires IIS 5.0 or above.

Stand-alone system: WindowsXP, 2000, NT, 98, ME.

Remote access: Web-based using Microsoft I.E 5.01 or higher

## System Inclusions

**Hardware:** AppointmentCall for Windows system, phone line cords (up to 4), phone line connectors (up to 4), null modem cable, wallet guides.

**CD:** User's Guide in pdf format, tutorial videos, software installation, integrated help.

## Outbound Calling Capability

**Calls-Per-Hour Capacity** - 60, 30-second outbound calls per phone line per hour. Maximum 4-line capacity can send up to 240, 30-second calls per hour.

**Messaging Capacity** - 500, 30-second outbound messages.

**Local or long distance dialing capability** - Automatically identifies and calls both 7- and 10-digit phone numbers.

**Automated dial prefix/suffix** - One-time setup, user modifiable.

**Date/Time Call Delivery** - User-configurable. Calls are made during dates and times established by user. Initial one-time setup, user-modifiable. Message Boxes can use alternate dates and times.

**Priority Messaging** - Priority is based on a 4 digit Message box number; lower numbers receive higher delivery priority.

**Call Frequency** - User-defined call-repeat feature allows recalling daily, weekly, monthly.

**Alternate Answering Machine Message Delivery** - Alternate message can be delivered if called party is not home. Patented MachineMaster technol-

ogy (4,941,168) provides delivery to answering machines.

**Multiple language message deliver** - Supports unlimited number of languages

**E-mail text message delivery** - Delivers a script to an unlimited number of e-mail addresses.

## Inbound Messaging Capability

**Message Box / Voice Bulletin Board** - User-configurable Message Boxes accept both inbound and outbound calls.

**Automated Multiple Message Box Setup** - User-definable multiple message box setup offers fast setup of multiple message boxes.

**Voice Disguise** - Message Boxes can be disguised to alter a caller's voice to provide confidential information to your practice, such as a drug abuse hotline.

## Voicemail Capability

**Voicemail capacity** - 500 personal voice mailboxes.

**Total Number of Messages Per Voice Mailbox** - User-definable setting

**Length of Time Per Message** - User-definable setting.

**Directory Module** - allows caller to enter first few characters of person's name to locate voicemail box number.

## Interactive Voice Response (IVR)

Full-featured IVR, capable of speaking information stored in a fixed-length ASCII text file.

## Data download options

**Compatible with virtually any client data management software package** - Accepts downloads of phone numbers and other data from most existing contact management software applications.

**Data field requirements** - Phone number only; other data - name, account number - can be attached to appear on printed report for client identification.

**File export requirements** - ascii-

text in many popular formats, including comma-separated text.

**ASCII Text Import utility** - Imports text from client data files.

**Call Database utility** - User option includes an integrated Call Database utility that can be used for client management. *(Note: not recommended to replace existing client management software.)*

## Reporting Features

**Summary Call Report** - Summarizes overall results of call session, including total number of calls delivered to a particular message, whether calls were completed, calls still pending.

**Detailed Call Report** - Prints detailed list of call progress, including called phone numbers time each call was completed and the call result.

**Blocked Call Report** - Prints list of blocked phone numbers that the user chooses to never call.

**MailBox Report** - Shows current list of all mailboxes and settings.

**Call History Report** - Shows history of all calling sessions and their results.

**System Configuration Report** - Shows current system settings of AppointmentCall For Windows. Printed report.

**Printing and emailing reports** - Reports can be scheduled to print automatically using the Windows interface. Automated options include delivery to unlimited number of email addresses and/or to default printer set up in Windows.

## Technical Summary

**Voice Board** - Industry-standard 4-line Dialogic voice processor board with 1, 2, 3 or 4 lines

**Port Connectors** - RJ-11 analog **Phone Line Configuration** - Recommend minimum two (2) analog loop-start phone lines. AppointmentCall will function with one phone line or one shared phone line.

**Connectivity** 1, 2, 3 or 4-line systems.

Upgrades available.

## **Physical Dimensions**

Base unit:  
Wall or desktop mount  
Height: 2.2 inches  
Width: 11.1 inches  
Depth: 9.2 inches  
Weight: 2.0 pounds

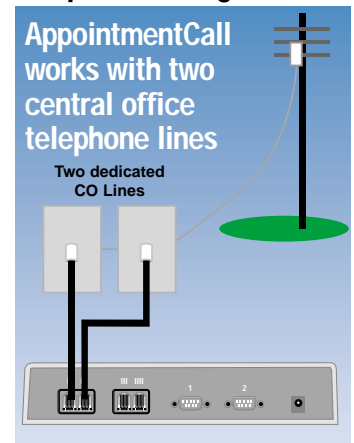
## **Power requirements**

External wall transformer:  
120VAC 60Hz  
Plug-in power cord:  
Provides 24VAC  
Base unit: Consumes 12W max

## **LED system alert indicator lamps**

Phone line activity lamps (4)

## Telephone Configuration



**No Setup Fees.  
 No Monthly Charges.  
 Complete Training Included.  
 90-Day Hardware Warranty.  
 One Year Toll-Free Tech Support.  
 Extended Support & Warranty Available.**

6 benefits AppointmentCall brings to your practice:

**1. Utilize staff more efficiently -** *AppointmentCall* easily sets up to deliver reminder calls including date & time to your patients, freeing up staff to focus on your patient workload. Employees have more time to provide better patient service because *AppointmentCall* reaches more patients in less time.

**2. Increase billing by keeping your appointments filled -** *AppointmentCall* is like a virtual employee, your first line of defense in preventing patients from missing appointments. It works overtime and weekends, never calls in sick, nor complains about making reminder calls.

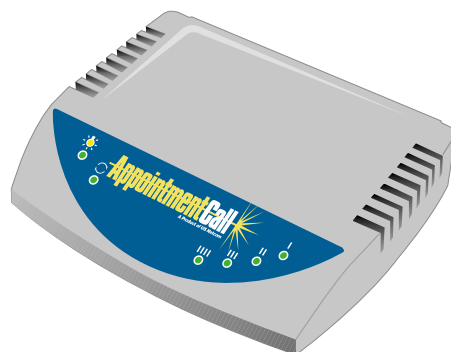
**3. Provide cost-efficient reminders -** *AppointmentCall* improves the efficiency of your business by reminding patients of important details before a

visit. Patients will appreciate your diligence and attention to their busy schedule.

**4. Improve patient communication -** *AppointmentCall* works like a tireless marketing assistant to help deliver messages to your patients about new location information, new service introduction announcements, emergency cancellation notices, and more.

**5. Reduces your costs -** The average cost of a mailed reminder is 51¢ per piece, live staff calls \$10 per hour. *AppointmentCall* quickly pays for itself in postage and employee cost savings.

**6. Plan your resources every day -** Appointment confirmation will improve staff utilization.



**Calls that weren't getting done are now made every day**

"Someone tried to handle calling every day but we were never consistent with it. Now the calls are being made every day."

– *Christa Czyszysz,*  
*Office Manager,*  
*John C. Hall Dermatology,*  
*Kansas City, MO*

**Vanderbilt virtually eliminates no-shows**

"Our no-shows have substantially decreased in the last year. In fact, we have virtually none now."

– *Middy Kelly,*  
*Practice Manager,*  
*Vanderbilt Medical Group,*  
*Nashville, TN*

**Our office productivity skyrocketed**

"We had a full-time person trying to reach 80 patients each day. Now AppointmentCall handles those reminder calls in a matter of minutes."

– *Paulette Stuart,*  
*Clinic Administrator,*  
*OB-GYN Clinic*  
*Laurel, MS*

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