



Dear Patient,

Our office utilizes state-of-the-art technology to help you remember your appointment date and time. Our system is totally automated and even allows you to confirm your appointment electronically. Here are some of the benefits you will notice:

- Appointment Reminders delivered to you the way you want via *E-mail, Phone Call, Postcard* or *Text!* Be sure to let our office know if there are any of these methods of communication you do NOT want to receive so we can deactivate that feature for your account.
- A courtesy *Text Reminder* an hour or so before your appointment.
- Only get the messages you want by **responding to the 1<sup>st</sup> email!**
- YOU don't have to worry about remembering, WE do that for you!

#### Your Role:

We will automatically send you an e-mail 1 to 2 hours after you schedule an appointment. Your response to the 1<sup>st</sup> email is key and will let us know what other messages you want. **If you ignore the email, you will get more messages!**

*John schedules his appointment and 2 hours later he gets this email:*

Dear John,


We have reserved the following appointment especially for you - please add it to your calendar.

**Date: Sunday March 28, 2010**  
**Time: 10:30 AM**

***Please click on a response below so we'll know you received this e-mail,*** or call our office at 123-456-7890 if you need to arrange a better time.

- *It's on my calendar, but please e-mail me again a few days before the appointment.*
- *Yes, I'll be there. I don't need another e-mail or phone call.*
- *I have a question or concern about this appointment - please contact me.*

**Thank you!**

 When you do NOT respond to any e-mail message, we do not assume you read it, so the next message in the series will be sent. The next message may be another e-mail, postcard, phone call or text.

***"It's on my calendar..."*** - Tells us to send you an additional email closer to the appointment date, then the Last Minute Reminder.

***"Yes, I'll be there..."*** - No more emails or calls to you; only the Last Minute Reminder.

***Please Note:*** Your office may have customized these messages, so the overall appearance may vary. To learn more about our automated technology please visit [www.justsayplz.com](http://www.justsayplz.com)



## Our office uses an Automated Calling Feature!

This purpose of this section is to help you understand how the automated calling feature works, so you are certain on how to confirm your appointment. You have the option to confirm your appointment via email prior to the automated call. What if you don't have email, or what if you do have email and simply overlooked it? Well don't worry, that's why we have the automated calling feature, to help you confirm your appointment in advance.



Our automated calling system is quite intelligent and here's how it works:

- Our system knows if your appointment has not yet been confirmed.
- You will receive a call from our automated system 2-4 days before your appointment.
- When our system calls and there is an "answer" on the other end, it has to determine whether a human being answered the phone, or an answering machine.

### **You Answer:**

Our machine starts by saying: ***"Press any number to hear the rest of the message"***.

- When a number **is** pressed, then our system knows a human being is on the other end and continues accordingly.
- The message continues and asks you to press "1" to confirm, "2" to contact the office or "3" to hear the message again.
- So in this instance, you would press number "1" two times to confirm.

### **The Answering Machine Answers:**

Our machine starts by saying: ***"Press any number to hear the rest of the message"***.

- When a number **is** pressed, then our system knows a human being is on the other end and continues accordingly.
- The message continues and asks you to contact the office to confirm your appointment.

And remember, our system only calls those patients who are unconfirmed, a few days before the appointment. So if you do not want to receive this message:

- Please confirm via an email you will receive and this will cancel the call.
- If you don't have email, just tell us to mark you to NOT receive phone calls; it's that easy!

**Please Note:** your office may have customized the actual voice message, so verbiage may vary.  
To learn more about our automated technology please visit [www.justsayplz.com](http://www.justsayplz.com)