

TeleMinder for Healthcare

Appointment Reminders

- Decreased no shows
- Personalized messages
- Times and dates in 17 languages
- Custom reports
- Runs unattended / completely automated

Preventative Healthcare

- Flu vaccinations
- Annual checkup reminders
- Patient education

Lab Results

- Available 24/7
- Confidential

Clinical Studies

- Highly configurable
- Interactive question trees
- Live assistance capability
- No limit response storage
- Multiple report distribution
- Customized reporting

Staff Notification

- Emergency notifications
- Meeting or event notifications
- Absentee staff replacement

Patient Surveys

- Cost effective
- No limit on responses
- Ease of set up and use
- Results can be stored and analyzed

Disease Management

- Easy configuration
- Question and answer inquiries
- Recorded responses
- Custom detail reporting
- Medication reminders
- Live assistance option

Everything you need in a single automated messaging system

With a large suite of automated messaging options, TeleMinder gives you a robust, fully featured system that is easy to use and easy to customize. Our system includes all hardware, software, support and on site training.

Streamline your patient interaction

Automated patient messaging reduces no show rates and allows patients confidential access to their lab reports 24/7.

TeleMinder gives you complete control over your message content and delivery – integrating your prerecorded voice, along with patient information from your practice management system to provide interactive, personalized information.

TeleMinder runs completely unattended, freeing up valuable staff time. TeleMinder can call several groups of people, using different messages at the same time.

Track and archive information electronically

At the end of each call, TeleMinder generates a complete, easy to read report. For patient surveys and clinical studies, TeleMinder provides simple, customizable formats to track responses. The results can be stored for statistical analysis.



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About TeleMinder

TeleMinder is the pioneer in automated messaging and notification technology. The company originated from a National Institutes of Health research grant researching patient appointment reminder and medication reminder effectiveness.

We have developed a communication platform that is capable of a wide range of automated messaging and have kept the system unrestricted to allow maximum use without additional cost. The system flexibility allows complete definition of message content, delivery and reporting.

Our company has a continuing commitment to the careful and systematic advancement of the TeleMinder system and its applications. Today, TeleMinder is used for a wide array of automated, interactive messaging applications in healthcare, law enforcement, emergency management, and other fields where advanced, cost-effective, and automatic messaging is becoming increasingly important for ongoing success.

The TeleMinder Messaging System

TeleMinder is a feature-rich automated messaging platform, robust and unrestricted. It provides interactive appointment reminders, lab reporting and virtually any other type of messaging to patients or staff. TeleMinder's flexible Message Builder allows complete freedom in message design. You may even create emergency staff notifications and interactive clinical study follow-up calls.

The system reduces no-shows and creates time for staff members to focus on day-to-day duties. A major cause of disruption and lost time in the healthcare office is due to phone interruptions. Up to 80 percent of calls at the front desk are appointment confirmations or lab result inquiries.

TeleMinder saves both time and money while improving patient satisfaction. It delivers messages in a staff member's voice, providing patients with professional and familiar-sounding messages. It streamlines appointment rescheduling, emergency cancellations, and also initiates routine notification and survey calls.

Appointment Reminders

Automated appointment reminders decrease patient no-shows and increase staff focus and productivity while helping create healthier patients and increasing revenue. TeleMinder reminds patients of their appointment time and date, pre-appointment procedures, and any other information you specify. It can leave messages on answering machines, reschedule appointments, and accept appointment confirmations. The system will even transfer patients to a scheduling desk or clinic, ask patients questions, and store their responses.

The system integrates your prerecorded voice with the practice management system to provide a simple cost saving solution for routine appointment confirmation calls. The content and delivery of every message is completely customizable, and times, dates and numerical values come in 17 different languages. Each TeleMinder message includes a configurable set of interactive patient response options, so your patients can confirm or cancel their appointments. TeleMinder then emails detailed reports specifying confirmations and cancellations.

TeleMinder Labs

TeleMinder Labs provides your patients with convenient and secure access to their lab reports. Patients phone TeleMinder labs at any time of day or night to hear the results of their lab tests. To ensure confidentiality, the system requests a patient number, password, or PIN number.

Doctors may dial into TeleMinder Labs, and leave detailed lab reports that the patient can retrieve at any time of the day. Or the system will call the patient and prompt a secure PIN to so they may receive their results. Our custom reporting shows you the exact time and date that the report was delivered.

Assisting staff by reducing the volume of inbound and outbound phone calling, TeleMinder Labs at the same time improves your patients' overall experience through easy and timely delivery of Lab results. Your lab reports are created in your own voice, delivering a warm and comfortable feel to each message.

Automating lab results reporting is convenient for patients and saves hours of staff time each day!

- 24/7 Patient accessibility
- PIN number security
- Custom reports

Message Design and Functionality

TeleMinder's Message Builder helps you administer and customize your messaging setup and delivery. Using TeleMinder's block menu system, you interactively build the flow of your message. Each message consists of a series of blocks arranged by you in the desired sequence, and you make recordings for each block.

TeleMinder has 12 different types of blocks, each with their own unique functionality. By combining them in a variety of sequences, you can create any number of messages that are specifically tailored to your individual needs. Once created, the message is stored for multiple uses. This library of messages can then be used to either place outbound calls, or to answer inbound calls. Your staff can administer and record messages anywhere within your network. Using the Message Builder, your staff can quickly change the type and length of messages, as needed.

Message Builder -Advanced Feature of a Graphical User Interface (GUI)

TeleMinder's Message Builder allows you to easily create and change messages. You may change both the content of the message as well as the delivery. Remote Record capability allows message design and recordings to be made from another location in your network.

No Charges to Make Changes to Your Messages

With the Message Builder, all changes can be made quickly and accurately. There is never a charge for creating or changing messages.

Multi-Language Capability

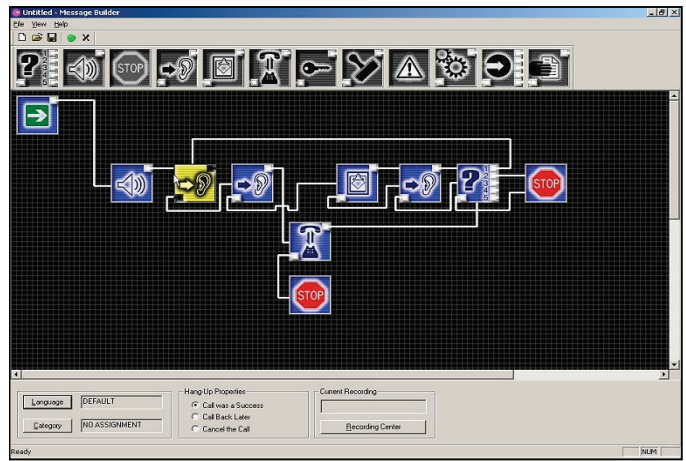
To address diverse populations, TeleMinder's language module speaks all times, days, and numbers in up to 17 different languages. TeleMinder's language module includes: English, Spanish, Mandarin, Hindi/Urdu, Cambodian, Cantonese, Farsi, French, Hmong, Korean, Lao, Punjabi, Russian, Tagalog, Thai, and Vietnamese.

“Smart Switch” Answering Machine Detection

The system accurately detects answering machines. It can be configured to leave a message after the beep or call back later. If an answering machine is detected, the system automatically changes the content of the message and skips over questions.

Message Branching Based on Person's Response

The system will give different information based upon person's responses. For example, by pressing numbers on their phone's number pad a person can request to



hear the message again, indicate that TeleMinder reached the wrong household, or get live assistance. All responses are stored for later use by TeleMinder's report writing module. Interactivity gives you feedback from your customer that helps you update your records. It also allows TeleMinder to give the most appropriate information and helps avoid confusion.

Hang-Up Codes

TeleMinder takes different actions depending upon when people hang up and how much of the message was heard. Based on your instructions to the system, and when the person hangs up, TeleMinder will call back later, mark the call as successful, or cancel the call (don't recall, mark as a failed call). TeleMinder's ability to identify and respond to different types of hang-ups minimizes the frustration of errant recalls and maximizes successful call delivery.

Fully Featured

TeleMinder's versatility allows the creation and delivery of virtually any type of message to patients or staff. In addition to appointment reminders and lab reporting, other messaging applications include:

- RN staffing calls
- Emergency staff notification
- Annual checkup reminders
- Disease management programs
- Flu shots
- Diabetic medication reminders
- Rescheduling notifications
- Appointment cancellations due to weather or other unforeseen events
- Bulletin board for inbound calling allowing staff to sign up for overtime
- Surgery preparation notices
- Treatment compliance reminders
- Clinical study follow up
- Meeting or event notification
- Delinquent billing notification

Frequently Asked Questions

Below are some frequently asked questions about the TeleMinder messaging system.

Will the System Work with Our Practice Management System?

TeleMinder is compatible with almost all practice management systems. A simple ASCII file export from your practice management system is all that is required.

How Many Lines Do We Need?

The total daily number of calls and the daily calling window determines the sizing of TeleMinder.

How Many Calls Can I Make Per Hour?

Depending on the size of the system, TeleMinder will make several hundreds... or many thousands of calls per hour.

How Much Does the System Cost?

Pricing is based on the calling capacity required. The total number of simultaneous calls required determines the sizing of the system. All system features are available at every size level, which means you never have to “feature upgrade”. Appointment reminders, lab reporting, clinical study follow-up, emergency staff notifications, or any other messaging is possible. TeleMinder delivers value.

Does TeleMinder Speak Foreign Languages?

Automatically speaks dates, times and numeric values in seventeen languages.

Do You Provide Installation and Training?

We install TeleMinder and provide two days training onsite to assure that you will fully utilize your system. When you choose TeleMinder, you receive a comprehensive flexible messaging solution for all departments, clinics and providers.

Is There an Extended Warranty?

TeleMinder includes a comprehensive warranty on all hardware and software, as well as live customer service for the first year. After the first year, an extended warranty is available on an annual basis.

Benefits of TeleMinder

- Feature rich and easy to use
- Complete message building capabilities – nothing more to buy!
- Universal integration with your existing practice management database
- Intranet enabled – can be invoked anywhere
- Unlimited doctor and departmental messaging
- Completely automatic
- Flexible messaging options
- Interactive prompting and response archiving
- Reminder delivery in seventeen different languages
- Message delivery receipts and time stamp
- HIPAA compliant
- Enhanced patient satisfaction
- Improves your bottom line!