


# APPOINTMENT REMINDERS

 sms, voice and email

## Appointment Reminders via SMS, Voice and Email

### Reduce Missed Appointments and Improve Efficiency

Missed appointments can be a significant source of lost revenue for any business. The wastage of staff time readily mounts up and with forgetfulness being the primary reason for missing appointments, iRemind provides a comprehensive and sophisticated solution with SMS, Voice and Email reminders controlled easily from the office PC or administration terminal.

A high profile example is the NHS where losses incurred through patients missing appointments were estimated at £614m in 2006. 10% of patients fail to turn up for appointments and the figures are similar across UK Business.

iRemind is the most sophisticated yet simple to use appointment reminder service on offer. It is a service hosted by leading UK Telephony Provider X-on and costs very little to maintain with reminder unit pricing being extremely low, yet the savings through a reduction in missed appointments is significant.

### Sophisticated Delivery and Response

iRemind can deliver reminders via SMS, Voice Messages to both mobile and landline phones plus via Email. The option then exists for the recipient to respond either confirming or canceling the appointment. There is also the option for reminder cancellation and rescheduling.



### A Service Customers Want

People who miss appointments usually do so inadvertently and suffer some embarrassment as a result. Most are grateful for a reminder and for the option to confirm or cancel the appointment if need be. It displays a much appreciated interest in the client on the part of the business or institution.

Sports Clubs, Hair and Beauty Salons, Medical Institutions and any business suffering losses due to missed appointments will find their customer interaction revolutionized by implementation of the iRemind service.

Medical Institutions such as Doctor's Surgeries and Hospitals dramatically improve the rate of patient attendance with iRemind incorporated into the booking system. With reminders in place, the reported 10% to 15% of appointments which are missed are almost entirely eliminated, resulting in better use of medical staff time and resources.

Hair and Beauty Salons, Sports and Health Clubs, Gymnasiums, Physiotherapists, Chiropractors, Naturopaths and a large array of businesses can benefit from utilization of iRemind, virtually eliminating non-attendance and maximizing staff and practitioner efficiency.

### Information and Marketing Tool

iRemind can also be employed to advise patients or clients of changes in office hours or services, or even be used as a marketing tool promoting upcoming events or new services.

An explanation of the service and a guide to the features can be found on this site with pricing and the option to subscribe online also available.



# APPOINTMENT REMINDERS

Reduce Missed Appointments.  
Improve Efficiency. **REDUCE COSTS!**

 sms, voice and email

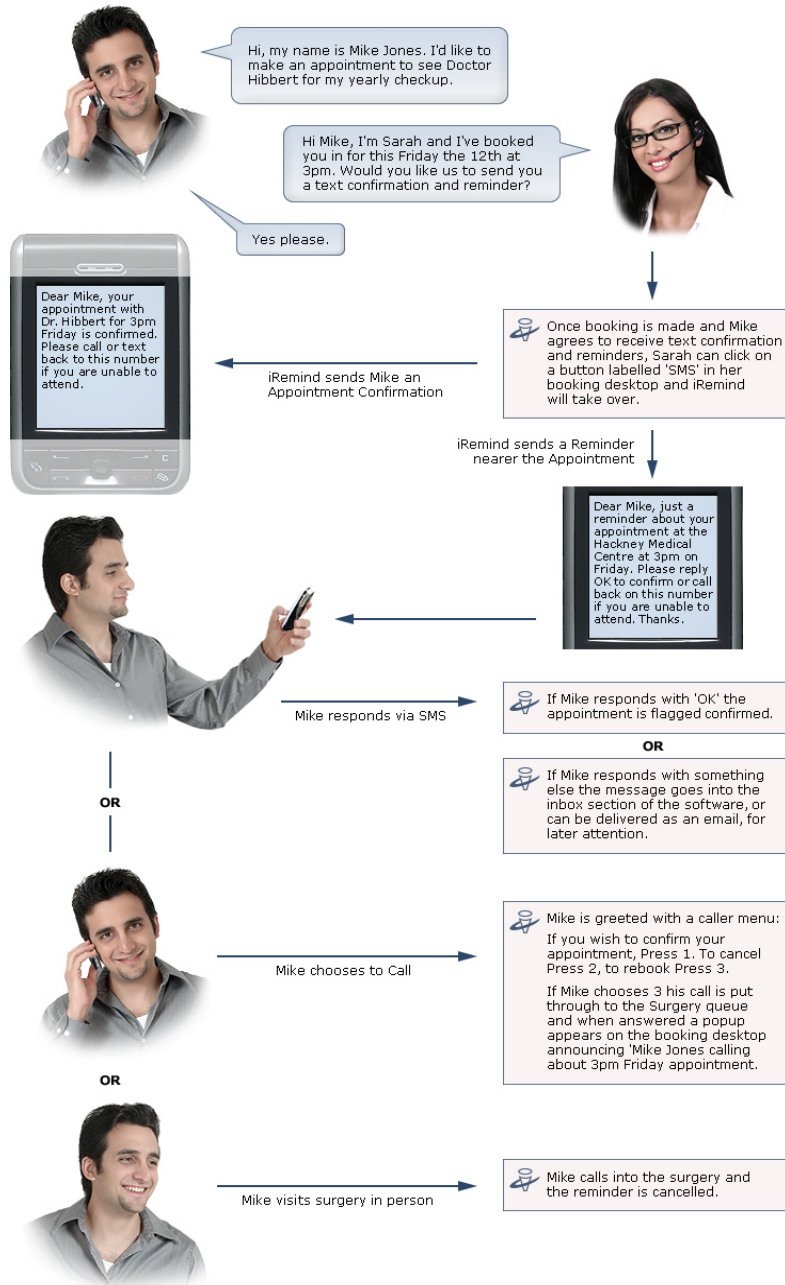
0870 345 5577



## Appointment Reminders via SMS, Voice and Email

The iRemind service can be set up in a number of ways to accommodate the requirements of the client. iRemind can be tailored to meet the needs of a variety of business activities and can be successfully integrated with a range of software booking systems. In essence, iRemind is a simple appointment reminder service but the underlying sophistication allows us to provide a solution for nearly every situation.

### A Medical Centre Example



# APPOINTMENT REMINDERS

Reduce Missed Appointments.  
Improve Efficiency. **REDUCE COSTS!**

 sms, voice and email

0870 345 5577



## Reminder Options

A number of variations are possible, for example the original appointment does not have to be made over the phone if the mobile number is known through an existing client database.

For phone's unable to receive an SMS a voice call reminder using a pre-recorded prompt is an option, for example: "Hello this is an appointment reminder from Hackney Medical Centre. Your appointment is booked at [constructed time] on [constructed date]. Press 1 to confirm, press 2 to cancel, or press 3 to be connected to the Medical Centre to rebook."

Where desired the reminders can be sent as an email with responses handled in a similar manner to that depicted in the example above.

## iRemind SMS, Voice and Email Appointment Reminder Features

iRemind comprises a range of features which position the service as market leader. Ease of use and comprehensive facilities ensure that customers and staff alike will find the service an asset.

With a significant reduction in the number of missed appointments, iRemind will ensure staff efficiency is maximized, customers are happy and that losses through non-attendance are kept to a minimum.

### **Combination of SMS, Voice and Email Reminders**

Customers can be reminded of upcoming appointments by SMS, Voice and Email or any combination of these. Voice reminders can be delivered to either Landlines or Mobile Phones.

### **Recipient response to Reminders via SMS or Voice**

A recipient can respond to a reminder either with a text message (OK, CANCEL etc.), or by calling the number from which the SMS originated.

### **SMS responses delivered via Instant Messaging or Email**

SMS responses can be delivered back to your booking system desktop via integration with Instant Messaging, or via email.

### **Voice responses to IVR or Voice Messaging Service**

Voice responses can be to an IVR ("Press 1 to confirm your appointment, or 2 to rebook") which may include a voice messaging service delivering the verbal response to your booking system desktop.

### **Reminder Cancellation and Rescheduling**

Recipients have the option of canceling any further reminders or rescheduling the reminder.

### **Handset Message Receipts confirm Reminder received**

A message receipt from the recipient's handset will confirm that the message has been received.

### **Integration with In-House Booking Systems**

We can integrate iRemind with most in-house booking systems and software packages allowing for administration of the appointment reminders from within a familiar environment.

### **Multiple Network Connections**

We monitor and route through several network connections for best quality and performance.

### **Integration with X-on's PhonePresence Virtual PBX Service**

PhonePresence is a comprehensive Virtual PBX and Call Management solution. The iRemind service can be integrated into a PhonePresence hosted package thereby increasing the options available. For example, the recipient's voice response may be packaged with the data from the reminder and delivered as a phone call to the desktop of the person doing the bookings, with a popup showing the original reminder and appointment details. Inbound integration is also possible so an agent receiving a call through PhonePresence can press a single key to capture the caller's mobile and schedule a reminder while the caller is on-line, or through the caller selecting IVR menu options.

[Click here for more information on the PhonePresence service.](#)



# APPOINTMENT REMINDERS

Reduce Missed Appointments.  
Improve Efficiency. **REDUCE COSTS!**

 sms, voice and email


0870 345 5577





## iRemind is Cost Effective for a Range of Activities

### Some Examples:

 **Health Services**  
General Practice  
Hospitals  
Chiropractors  
Dentists  
Veterinary Surgeries  
Hypnotherapists  
Consultants and Specialists

 **Education**  
Schools  
Colleges/Universities  
Adult Education

 **Motor Trades**  
Motor Mechanics  
Panel Beaters  
Car Detailers

 **Sports and Leisure**  
Gymnasiums  
Bowling Alleys  
Tennis Courts  
Swimming Instructors  
Personal Trainers  
Extreme Driving Experience Tracks  
Skydiving Clubs

 **Government**  
Councils  
Libraries  
MP Offices

 **Hair and Beauty**  
Hair Salons  
Tanning Salons  
Nail Parlours

## iRemind Pricing

In addition to providing the most comprehensive array of features, iRemind is also competitively priced and is significantly more cost effective than its competitors.

The losses incurred through missed appointments can be considerable and as such the iRemind service presents excellent value and is extremely cost effective.

## Integration Costs

Integration with in-house booking systems and software packages, or with the PhonePresence Virtual PBX service, incur additional costs.

## Peace of Mind

iRemind is a wholly owned product of Storacall Technology Ltd T/A X-on, incorporated in 1979 and since wholly involved in the development and sales of voice telecommunication products. X-on has interconnects with the UK Telephone Networks and the Internet at dual resilient data centres in London's Docklands and Framlingham, Suffolk.

The client base ranges from small enterprises to the FTSE 100 quoted and public sector organizations. X-on recognizes that quality of customer service is a key concern to organizations wishing to outsource and prides itself in a client base that will attest to a personal and responsive approach.

For further information please contact our **Sales Team** on **0870 345 5577**.



X-on Fixed and Mobile Telephony

