



Automate your practice's communication by using engenic and free up your staff's time! engenic's hosted solutions will help practitioners increase the efficiency and reduce staff costs dramatically.



- ✓ Reduce No Shows
- ✓ Save Time & Money
- ✓ Automate Patient Communication
- ✓ Fully Hosted = No Hardware
- ✓ Live Web Reporting
- ✓ Trial Offer Available!

## How Can I Save With MedicalRelay?

MedicalRelay can significantly reduce staff costs by decreasing your no shows and enabling staff to be available for other duties.

As an example, if a practitioner's office staff is making an average of 45 reminder calls per day, at 2 minutes per call, that's over 7 hours a week, or 28 hours a month! MedicalRelay Appointment Reminder will attempt call-outs up to three times per appointment, as well as accept cancellations... **The bottom line is significant cost savings, and a more efficient means to ensure patients make their scheduled appointments!**

## Immediate Benefits Realized With engenic

- ▶ No hardware to buy or configure
- ▶ No software to upgrade and manage
- ▶ No expensive phone system required
- ▶ Easy-to-use web interface
- ▶ Detailed reporting from any internet connection, providing instant access to information about call-outs, including cancelled appointment notification
- ▶ Leading text-to-speech solutions generate extremely natural-sounding voices from text-based customized messages
- ▶ Improve the communication flow and information available to your patients
- ▶ Easy to use software with fast installation and setup
- ▶ Ability to upload multiple appointments at once
- ▶ Customized messages and wellness surveys available
- ▶ Quick configuration of business rules
- ▶ Highly configurable operation
- ▶ Low cost of use - Reduce call handling costs and streamline your operations

## Hosted MedicalRelay Solutions

- ▶ Appointment Reminder Basic
- ▶ Appointment Reminder Advanced
- ▶ Appointment Reminder Pro
- ▶ Appointment Reminder Enterprise
- ▶ Lab Results
- ▶ Dictation

## Get Started Today!

Contact your MedicalRelay sales rep., or start your trial account now:

[www.medicalrelay.com](http://www.medicalrelay.com)

**MedicalRelay**  
888 300 6070  
604 639 6391  
[sales@medicalrelay.com](mailto:sales@medicalrelay.com)



## MedicalRelay Hosted Solution Options

MedicalRelay offers a suite of hosted solutions to automate your practice's communications, while saving you time & money.

### Appointment Reminder

Appointment Reminder Standard Edition automates the call out process to remind your patients of their upcoming appointments. Appointment Reminder is a completely web based application, ensuring you have no software to install or download. An optional thin client can be installed to provide you a batch import process to upload your call list from a CSV or text file. Call-outs are done based on call rules specified in this client program, and live reporting is also available through the web interface.

### Lab Results

Free up your medical practice's staff time by providing an automated way for your patients to obtain lab results through this add-on solution. Medical practitioners log-in to the MedicalRelay solution through the web interface, and enter in lab results for collection by patients via a unique user number and password. Lab results are either "normal" or "require an appointment be made to discuss results", and patients are provided with all the necessary contact information on their web report screen.

### Hosted Dictation Now Available!

Hosted dictation is now available and can be branded for your hospital, or practice management company. This complete solution includes the telecommunications system as well as administration web access.

MedicalRelay has relationships with transcription companies should you need one.

## Appointment Reminder: Get Started In Minutes!

- ▶ Log into MedicalRelay on the web with your account and password.
- ▶ Load data obtained from your practice management software or database for upcoming appointments into the thin client to save time.
- ▶ Drag and drop data into the fields to format the data - This only needs to be done the first time.
- ▶ Only fields that are required for the formatted data will be used, and all other data is simply disregarded.
- ▶ Once the data is mapped to the appropriate fields, these settings are saved for future data-loading tasks.
- ▶ Click to send data to MedicalRelay Appointment reminders are ready to be executed.
- ▶ You're done! All Call-Outs will occur when scheduled.

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