

eClinicalMessenger is a new care management tool that enhances communication between the physician office and the patient. This new product uses Voice-over-Internet Protocol (VoIP) technology, enabling practices to send voice messages to patients, as well as the ability to send SMS text messages and e-mail.

eClinicalMessenger is embedded directly into the eClinicalWorks® solution. It is extremely dynamic, interactive, and customizable to the practice, physician, and patient preferences.



Possible Scenarios in using eClinicalMessenger

- Appointment reminders with confirmation capability
- Schedule changes (i.e. weather cancellation or doctor is needed for an emergency)
- Normal lab results
- Patient Registry:
 - Health Alerts
 - Disease Management
- New product or service notification

Why choose eClinicalMessenger?

Integrated: eClinicalMessenger is integrated into eClinicalWorks 8.0 and is easily activated in “Practice Defaults” (a contract will have to be signed to activate service).

Interactive: Bidirectional capabilities allow patients to confirm appointments over the phone; based upon the patients’ interaction, the appointment status is automatically updated within the eClinicalWorks system.

Customizable: Type of reminder, preferred time of call, preferred phone number (cell, work, etc.), caller ID number, and more can be configured to practice/doctor/patient preferences.

Hosted Solution: eClinicalWorks’ redundant server provides a reliable and secure environment. No extra software or hardware is needed and the whole solution is hosted by eClinicalWorks.

Personalized: Wave audio (.wav) files can be uploaded to provide personalized greeting messages for patients to hear. Text-to-speech is available in English and Spanish.

Efficient: Saves staff time spent making reminder calls, and messaging templates are available for quick communication.

| To Name | To Phone | Status | Sent Date | Msg Type | Delivery Type | Status/Error Msg | M: Te |
|---------------|----------|-----------|---------------------|-------------|----------------|------------------------------------------------|---------------|
| Charles Smith | | Completed | 2008/12/05 12:12:06 | appointment | Live | Ok. Message to live person. | |
| BERNARD Smith | | Completed | 2008/12/02 20:52:42 | appointment | VoiceMail | Ok. Message left on voicemail. | |
| Robert Lynes | | Failed | 2008/12/05 11:41:50 | General | NoMessage | Call Dropped. Connected but no message played. | Resend Cancel |
| Gail Sobha | | Failed | 2008/11/25 14:19:17 | labs | LiveAndPartial | Hang Up: Message Partially Sent. | Resend Cancel |