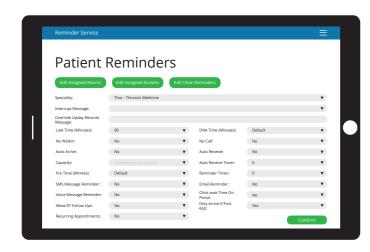


Savience Reminder Service





The Savience Reminder Service allows the Clarity system to send email, SMS or voice messages to prompt patients of any of their upcoming appointments. It is fully integrated into both the incoming PAS data feed and the Clarity database.

How does the Reminder Service work?

Savience Connect: Real-Time appointment feed

The Reminder Service is dependent upon Savience Connect and Savience Clarity.

All patient appointments must be loaded from PAS into Clarity. Savience Connect provides the real time feed of all patient appointments at your hospitals. The feed includes all patient demographics, all active clinics and clinic codes. All amendments to clinic or patient activity are captured and delivered into the database. This will include any amendment to a patient's appointment and any clinic cancellations.

Savience Clarity: Appointment database and dashboard

Clarity collects data from the Connect feed and displays it on the Clarity dashboard. Current, previous and future days' appointments are displayed on the dashboard.

If the reminder service is being used, then the Clarity future view will display all patients who have responded to the reminder service.

Patient Consent

If the reminder service is active, patient consent markers for SMS or email that have been collected in PAS or HIS will be part of the real-time feed. Only patients with a positive consent flag will be included for the reminder service.

What is provided by the Reminder Service?

The service is fully integrated into both the incoming PAS data feed and the Clarity database. It is therefore a remarkably accurate copy of all patients who are expected to attend for appointments at your hospitals. The feed will list all clinic codes and patients along with their full demographics.

The service has a high level of configuration built into it. This enables reminders to be tailored down to clinic level. For example, a patient attending a fracture clinic on a Wednesday with Dr Peters may require different wording on the reminder than a patient attending for Dermatology with Dr Jameson on the Thursday evening clinic.

These variations are administered through the standard Savience Configuration Tool.

The Savience Appointment Reminder service can be configured to send reminders by Voice (as a telephone call), by SMS (or Text) message, and by Email. Patients can be set to receive all combinations of these three options. Patients may have different options for different appointment types.

SMS reminder text

This is the reminder text that will be sent in an SMS message. It is limited to 138 characters which is the maximum possible in a single SMS message.

You can include 2 special fields {appdate} and {apptime} within the text which will be replaced with the appointment date and time. Due to the limited number of characters only these 2 special fields can be included for SMS messages.

You must set up a default or clinic specific SMS text in the Configurator, set the Reminder Time (Days) clinic option to > 0 and the patient must have supplied a mobile/cell phone number when booking the appointment and the information must have been passed to Clarity with the appointment details.

Email Reminder text

This is the reminder text that will be sent as an Email. Unlike SMS, there is no limit to the text that you can send.

In addition to the 2 special fields available for SMS messages, further additional special fields can be added to personalise the message with the patient's name. These are entered in the same way.

It is possible to format the text in the email by adding tags. These tags allow you to separate the text into paragraphs and show text in bold or underlined.

To be able to send an Email appointment reminder, a default or clinic specific Email text must have been set in the Configurator, the Reminder Time (Days) clinic option must be > 0 and the patient must have supplied an Email Address when booking the appointment.

Email reminders are sent out through the hospital's mail server. A Reminder email address is required to be set up on the Hospital mail system which will be the address that the reminders are sent out from.

Patients can reply to the reminder messages, if the hospital sets up a group of email addresses dedicated to receiving incoming responses for the service.

Voice Reminder

All voice reminder messages are entered in plain text in the Savience configurator. Voice calls are then converted to a sound file. The voice may be configured as either male or female, and the accent may also be changed - British English or North American for example.

The times that reminders are sent may also be configured. For instance, to make voice calls to patients when they are likely to be at home. The voice reminder call detects answering machines and will take those into account before leaving the message.

Clinic Specific Reminder text

Clinic specific reminder text allows you to define reminder messages for a clinic which will be used in place of the default messages. This allows you to include any clinic specific information the patient may need to know about.

Configuration Options

The system supports local configuration. Options exist for both clinics and patients, with the patient settings having priority over the clinic settings.

Clinic Options

The Clinic options are set within the main Savience Clarity Configurator. Each clinic can opt to send different types of message and at different intervals before the appointment.

Reminder Time (Days)

This sets the number of days before an appointment date when a reminder will be sent. If it is set to 0 sending of reminders will be disabled.

Enable or Disable

SMS, email and voice reminders can each be set to Yes (enable) or No (disable) dependant on clinic preferences.

Patient option overrides

If the data is held in PAS, it is possible to specify if a patient wants to receive reminders. This information must be passed by Savience Connect to Clarity with the appointment details.

When the appointment is received, the patient's settings will have priority over the clinic settings. However, if the clinic has **Reminder Time (Days)** option set to 0 then no reminder messages will be sent for that clinic.

Reminders intervals

A Clarity application is run every day at pre-defined times by the Windows Scheduler. This application checks all appointments and clinics to determine if a reminder message needs to be sent. Typically, it is run twice a day, at 9am and 6pm but can be set-up to run at other times. Running it more than once a day will pick up any new and changed appointments received from the real-time feed provided by Savience Connect.

If a new appointment is received from PAS with an appointment date within the clinics Reminder Time (Days) setting, no reminder message will be sent out. If a patient has more than one appointment for the day, a reminder will be sent out for each appointment. The reminder system will only send a reminder once for each appointment.

Patient Appointment Responses

This service delivers a new layer of communication by collating patient responses to emails and SMS messages for staff to address any specific requests.

Patient responses are collated and sent as an email to the designated department to confirm the appointment and answer particular questions or fill a vacant slot in the case of any cancellations.

This screen shows some typical responses to SMS or email reminder messages.

Patient responses are automatically converted into an email and sent to a designated email address defined by the hospital.

Clarity uses the phone number of email address to match responses to the patient and appointment, with these details then shown on the responses screen. The booking clerk is then able to contact the patient to deal with any requests or questions or fill the vacant appointment.

Once a response has been handled, its status can be changed by ticking the 'Dealt With' box and the entry removed from this screen.



Patient Appointment Responses



About Savience Ltd

Savience is constantly pushing the boundaries of technology to build brilliance and improve the global future of healthcare.

Specialists in shaping the patient journey through hospitals, clinics and GP surgeries, the systems developed by Savience have already helped millions of people worldwide.

The team design clinic-management solutions using multi-channel, multi-media smart technologies to connect, involve and engage patients and staff. We work closely with health professionals and managers to ensure our technology can be fully and seamlessly integrated with existing systems.

Founded in 2001, the directors of Savience have over 75 years of IT experience between them in a wide range of sectors. The company is the major supplier of self-service patient arrival and flow systems in the UK and Northern Ireland, and has proven success in the Republic of Ireland and more recently Canada. 100,000 patients are currently using Savience systems every day.

