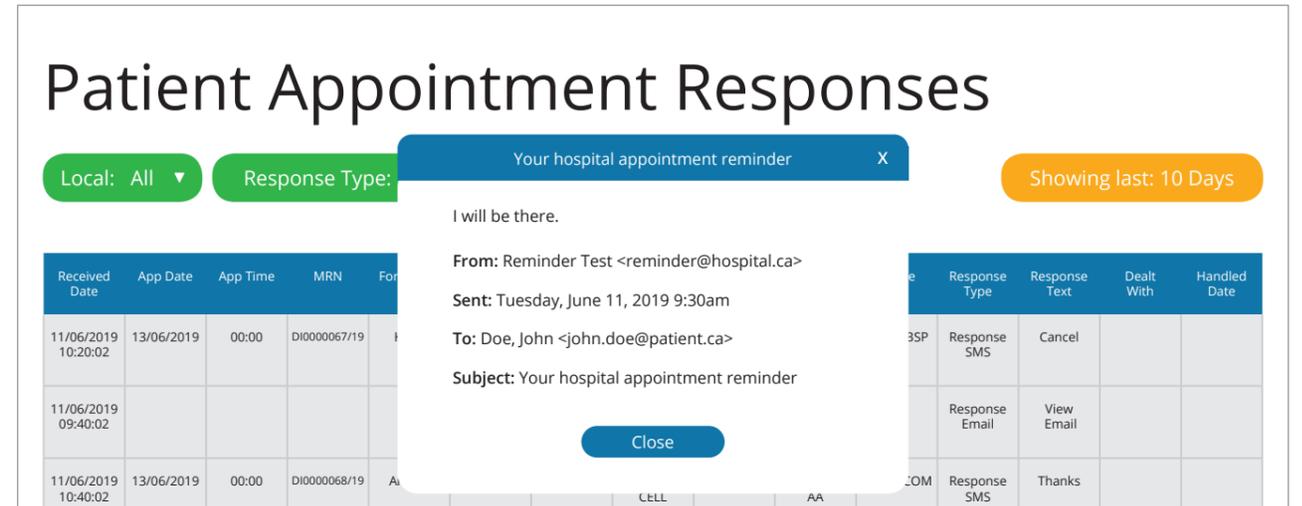
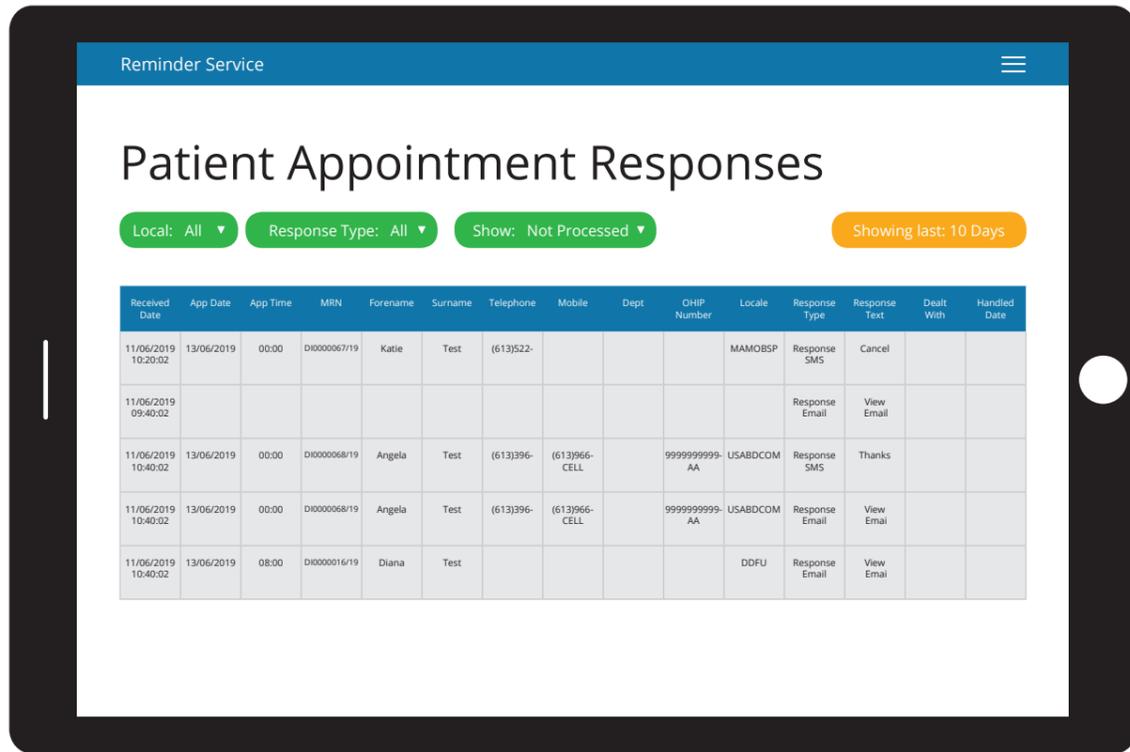


Management Reminders Service Portal



Clicking View Email produces a pop-up

Received Date	App Date	App Time	MRN	Forename	Surname	Telephone	Mobile	Dept	OHIP Number	Locale	Response Type	Response Text	Dealt With	Handled Date
11/06/2019 10:40:02	13/06/2019	00:00	DI0000068/19	Angela	Test	(613)396-	(613)966-CELL		9999999999-AA	USABDCOM	Response SMS	I will be there but can i bring my family		

Response Text column

Received Date	App Date	App Time	MRN	Forename	Surname	Telephone	Mobile	Dept	OHIP Number	Locale	Response Type	Response Text	Dealt With	Handled Date
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Options for the columns shown for the patient and appointment



Options for the columns shown for the patient and appointment

With the success of the Clarity reminder service, with patients informed about appointments via SMS, voice or email, there's another new feature for handling of patient responses to reminders through a new Clarity screen called Patient Appointment Responses.

This screen shows responses from the patient to their reminder messages. On initial entry it will show all responses that have not been dealt with.

It is ordered by most recently received message at the top.

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

Periodically, a Clarity process reads the emails received in that mailbox and tries to match the response with the original patient and appointment. It does this by using the phone number or email address of the sender to match an appointment within a set period (7 days from today, for instance). If an appointment is found, it picks up the patient details and shows it and the appointment on the responses screen.

The patient and appointment details will remain blank if no match is found. In this case, the originating phone number or email address will be shown in the Response Text column.

The booking clerk can then use the patient's information to contact them and deal with their request.

Once a response has been handled, its status can be changed by clicking the dealt with tick box, which will remove the entry from the list.

For SMS responses, the SMS message is shown in the Response Text column. Note: SMS responses do not include the original SMS reminder message.

Email responses can be quite long and in HTML format, meaning the email message can't be shown in the response text column.

Instead a View Email button is shown, which when clicked, will show the full email in a pop-up window. Note: The email message may not always include the original reminder message as that is email client dependent.

Clicking View Email produces a pop-up.

Various optional drop-down selections are available to select what responses are shown. These include:

- Showing processed, not processed and all
- Registration Location (Canada)
- Room (Canada) / Locale (UK)
- Department (Canada) / Speciality (UK)
- Response Type (EMAIL, VOICE, SMS)

Options also exist for the columns shown for the patient and appointment:

- OHIP (Canada) / NHS Number
- Exam Codes / Rooms (Canada)
- Locale / Speciality
- Sorting of the responses can also be done via the columns
- In addition, how many days of responses to be shown for not processed and processed can be set at installation time.



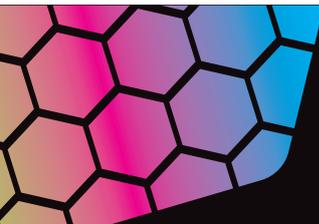
About Savience Ltd

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.



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