

## 2-WAY PATIENT COMMUNICATION

Designed to Fit Your Practice

HealthWave Connect™ by PhoneTree® makes it easy to keep in touch with patients using phone, text and email. Backed by 25 years of experience, you can trust HealthWave Connect to meet your practice's specific needs.

Our cloud-based automated messaging solution allows patients to respond back to messages. This speeds up appointment confirmations, and records an audit trail of communication.

### Easy to Use

Access 24/7 through the Internet

Updates automatically

Back-up and restore accounts without interruption

Send voice, text and email messages in the same job

Access knowledge base articles and feedback forum 24/7

## BENEFITS:



Reduces no-shows up to 70%



Increases office efficiencies



Enhances patient compliance



Supports meaningful use requirements



Available 24/7 from any PC with internet access

**CAN HELP WITH:**



Appointment reminders



Recall notices



Special pre-visit instructions



Pre- & post- care instructions



Collection notices



And more

**Easy to Implement**

Integrates with all major EHR and practice management systems

One-way and two-way (bi-directional) integration is available

**Tools to Maximize Message Delivery**

Coordinate message delivery using phone, text, and email

Deliver phone calls to multiple phone numbers for an individual patient

Combine messages within a family for multi-appointment reminders

**Comprehensive Customization for Your Practice**

Design messages with *text-to-speech* or *voice recordings*

Customize message according to patient touch tone responses

Create messages in multiple languages using text-to-speech

Easily adjust message delivery options

Receive detailed invoicing itemized by provider and location

**Robust Reporting Options**

Admins can create and assign report access according to user permission levels

Users can set preferences for report appearance

Access up-to-date report results

**Security**

Secure Data Protection – *All data is transmitted through 256 bit encryption over TLS.*

HIPAA Secure – *Certified secure data transfer and HIPAA compliant patient data protection*