

# IBM Phytel Remind

Helping ensure  
recommended care visits



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## Key benefits

### **Reduce patient no-show rates**

- Minimize late arrivals
- Identify and fill vacancies

### **Increase efficiency**

- Help eliminate manual calls
- Reduce staff time needed for monitoring appointments

### **Improve patient engagement**

- Promote patient adherence to recommended visit protocols
- Keep patients active in their own health care

### **Enhance patient satisfaction**

- Strengthen the patient-provider relationship
- Foster patient-centered healthcare
- Facilitate positive patient visits

## Introduction

One of the simplest and quickest ways to raise the quality of care, maximize staff productivity and improve financial performance is to maintain close communication with patients regarding their appointment schedules.

IBM® Watson Health™ enables providers to proactively and efficiently automate this time-consuming process, to help you strengthen profitability and free up valuable staff time so providers can focus on promoting better health outcomes.

## Engage patients

Raising patients' awareness of important medical appointments is key to providing optimum health care—but when done manually, it can become very expensive and time-consuming. The versatile, multimodal communication engine in IBM Phytel® Remind integrates data from your practice management systems to provide automated, customizable voice, text and email reminders and confirmations—reducing the burden on staff, decreasing no-shows, and enhancing the patient experience.

## Optimize appointment schedules

Effective, persistent patient communication makes it easier to reduce costly no-shows and promote rescheduled appointments in the case of cancellations. It also increases on-time arrivals, helping achieve smooth visits for your patients on the daily schedule.

## Streamline workflow

Easy-to-read reports include continuous details about the status of scheduled appointments and the progress of communications. The entire process improves operational efficiency and allows medical staff to focus on patient care.



Figure 1: Appointment overview showing detailed contact summaries



Figure 2: Customized options



Figure 3: Patient appointment information

Note: The names and information that appear in the figures in this paper are used fictitiously for sample purposes only, and any resemblance to actual persons is entirely coincidental.

## Detailed appointment overviews

Detailed contact summaries give you continuous snapshots of patients' responses to automated reminders and confirmation requests, as well as the progress of persistent communication attempts. Versatile sorting options let you view summaries in an effective and convenient way for your practice. Easy-to-navigate screens make it simple to configure appointment confirmation settings across diverse facilities, and allow you to view patient communication attempts and responses at the individual patient level.

## Customizable voice, email and text options

IBM Phytel Remind allows you to create a communication strategy for your patients, with features such as:

- Your choice of contact mode for each individual
- Easily customized messaging
- Spanish language option
- Caller ID display
- Call transfer option linking patients to live staff

## Protected web access, rapid implementation

Watson Health's hosted SaaS environment provides security-rich access to patient appointment information over the Internet—without additional burden on your IT staff. ISO 9001:2008 certified, Watson Health's high-performance systems include rigorous security protections, and are highly scalable, versatile and reliable. In addition, Phytel Remind integrates easily with your existing practice management systems, and can be deployed in approximately 30 days.

## Watson Health Patient Engagement

### One scalable, integrated population health platform for your entire care team

The IBM Watson Health patient engagement solutions allow you to use clinical information and evidence-based guidelines to gain insight and help your care teams efficiently identify variances and care opportunities. It enables you to take action by automating care management, allowing you to focus on promoting better health outcomes with your top priority patients.

The IBM Phytel portfolio also includes IBM® Phytel Outreach, IBM® Phytel Coordinate, and IBM® Phytel Transition.

## About IBM Watson Health

In April 2015, IBM launched IBM Watson Health and the Watson Health Cloud platform. The new unit will work with doctors, researchers and insurers to help them innovate by surfacing insights from the massive amount of personal health data being created and shared daily. The Watson Health Cloud can mask patient identities and allow for information to be shared and combined with a dynamic and constantly growing aggregated view of clinical, research and social health data.

For more information on IBM Watson Health, visit: [ibm.com/watsonhealth](http://ibm.com/watsonhealth).

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