

Solution Features in Summary

TXT2Remind is an SMS-based patient reminder (SMS PR) system that interfaces with patient management systems (e.g. MedTech32) which are used in GP practices to manage the patient's electronic health record and administration. The solution interfaces directly within the patient management system database. It allows the practice the following functions:

Automatic Appointment Reminders

After installing TXT2Remind on your system, it can be configured to Automate the process of appointment reminders for scheduled patients across nominated providers.

- The application will access the appointment book and patient's information (non clinical) in your patient management system (e.g. MedTech32).
- This allows admin staff to carry on as usual and enter the new appointments into the system they are familiar with.
- TXT2Remind will automatically remind the scheduled patients of their appointments via text messages using the health provider's own customised templates and schedule preferences.
- E.g. Remind all scheduled patients for Provider A and Provider B and C at 3:00PM the night before. This feature can be disabled if the practice wishes.

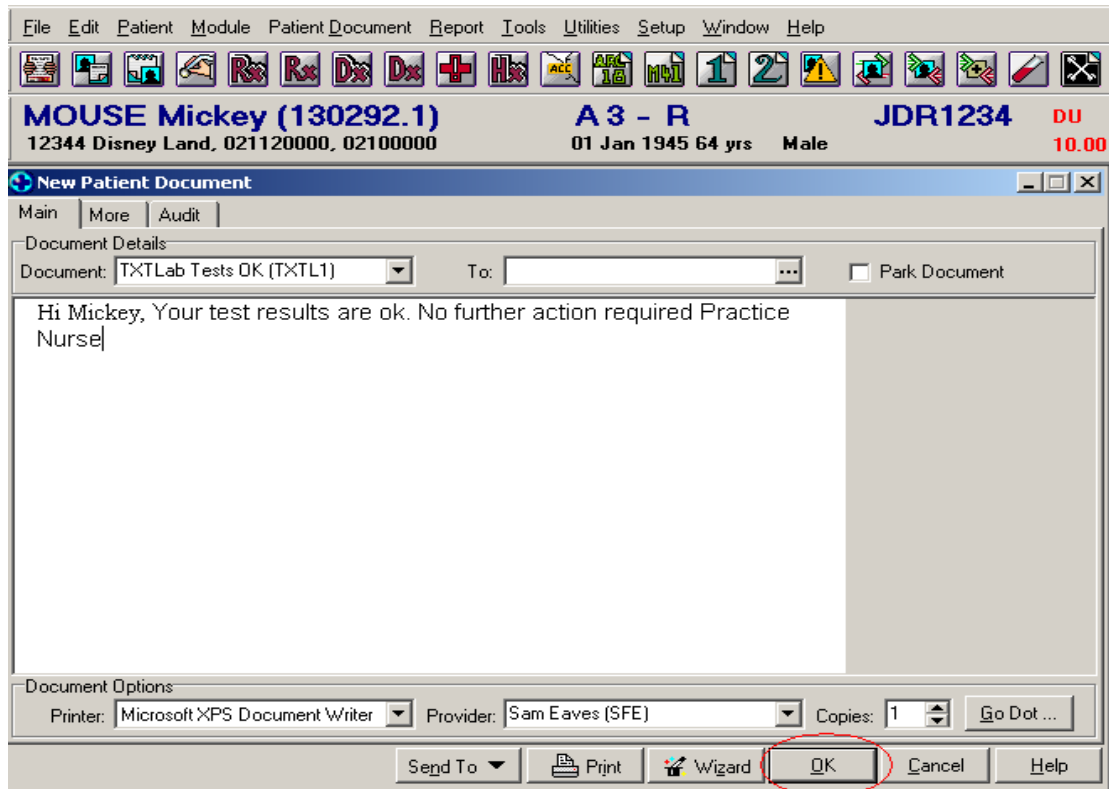
This function has proven beneficial for GP practices as it has allowed patients the ability of notifying the practice a day ahead of the appointment allowing the practice to schedule another patient in what would have normally been a wasted slot. This function is automated which ensures usability and outcomes for the practices as no physical input is required by the staff to generate the reminders.



Generate Manual Messages within PMS

Healthcare provider can send manual text messages to individuals or groups of patients for test results, recalls (e.g. HPV vaccination), medication reminders, health advice etc. TXT2Remind now has the ability for users to send PMS (e.g. MedTech32) outbox document templates to TXT2Remind (i.e. text out of patient manager screen (F6) in MT32) which has been significant in terms of how general practice clinical recalls can be processed. A. sent outbox Text-message would file against the patients notes. For clinical recalls compared to a letter or phone based reminder system, this means no printing, no postage and most importantly, no additional work as messages are sent electronically to the patient mobile.

Practices can also have the ability within MT32 of generating managed query builders which can be easily mail merged within the query builder screen. The amount of time this functionality saves is significant when you weigh up that 80% of patients tend to respond within the first hour of receiving the mobile message.



Benefits

General Benefits & Testimonial Quotes

TXT2Remind introduces a cost effective media in text-messaging patients, one important area of focus of this solution is to increase healthcare outcomes to high needs patients who are either of the Maori/Pacific island patient demographic or reside within a quintile “5” suburb within the PHO region. The following illustrates the solution benefits in summary:

- Significant reductions of appointment no shows (or DNAs) by typically 50%.
- Testimonial quote: *“INR’s revolutionized this as no longer have to ring patients or receive phone calls – even elderly have phones now to keep in touch with grandchildren! Reminding for appointments especially our nurse clinics that can be booked up weeks in advance; has drastically reduced no shows by 50%; people are rescheduling and freeing up spaces for other people.”* Dr Simon Bednarek, The Doctors Napier
- Each text message acts as a diary entry reminding the patient to attend their appointment.
- Text messages are less intrusive than a phone call. Professional business people do not want to be disturbed while in a meeting.
- Messages arrive on your patient’s personal phone rather than a shared answer machine, ensuring that the correct person receives the message.
- Texting actually provides a higher level of privacy than letters, email and phone messages.
- Better chances of contacting high needs patients who are constantly changing address and phone contact information.
- Testimonial quote: *“Can’t imagine not having this technology. TXT is the modern means of communication for an increasing number of people. Particularly the youth. Many of our patients do not even have access to landlines”* Maureen Collins, PHO Manager ORA TOA PHO.
- Text-messaging will allow your health organisation to generate significant extra revenue and increase productivity.
- Testimonial quote: *“Cost of postage, printing and phone calls reduced since implementing txt to remind. Usually spend 500 per two months just on postage now only 25% that now and when you add up nurse’s time and printing costs it is an amazing saving.”* Bella Boston, Practice Manager Dr deLacey’s Surgery.

For recalls:

- Very cost effective and requires very minimal administration.
- Patients can act instantly, “there and then”, to respond to the message either through telephone and/or text-messaging. We have found tremendous feed back in this area, patients tend to respond within the first hour of the recall.
- Testimonial quote: *“Quick and responsive as patients act on the message when they receive it. Have had messages go to the wrong person due to cell phone changing hands so important to use person's name in message and senders name as a contact. Patients grateful, some have said they would have forgotten appt if not been reminded. They like it. We've had positive feedback. It is very convenient. Nurses like using it.”* Robyn – Nurse Manager, The Doctors Napier.
- A recall text message to a mobile number is far more likely to reach its destination than letter through the mail. With number portability, most people are choosing to retain their mobile number even if they change their mobile plan from one provider to another.
- Testimonial Quote: *“It is working well, and we are pleased with the outcomes. Patients are delighted to receive TXTs and are responding to them. I would definitely recommend it.”* Sue McBrearty, Business Manager, Merivale Medical Practice.

For Chronic Disease Management

Our solution can fit into allowing practices to manage Chronic Care Management (CCM) patients by ensuring they are reminded for their appointment every 3 months, this process will be completely automated for the GP users.

Other area's of utilization include recalling for diabetics and notification of patients of lab result alerts. The solution can be used for promotion of Retinal and foot-checks for diabetics – 80% of the time patients tend to respond within the first hour which is a tremendous response rate when you compare it to traditional methods as indicated in this document.