

CREATE HEALTHY COMMUNICATIONS WITH CPAAS

CREATE BETTER PATIENT EXPERIENCES

Creating great patient experiences starts with the first interaction. With CPaaS you can communicate with your customers through multiple channels based on their preferences. Deliver consistent experiences across locations with a standard greeting and options for self-service to speak directly with an employee.

ENGAGE PATIENTS WITH SMS

We've said it before and we'll say it again. Today, customers prefer to interact with companies through SMS. Adding SMS to your communications could be essential in ensuring your patients are receiving the information they need to remain in good health. With SMS you can also gather patient feedback by sending out links to surveys or simply asking for a rating in a short response.

SEND PRESCRIPTION UPDATES

Streamline the prescription process with automation and integration to your patient databases. Patients can get text alerts that let them refill their prescriptions on demand and remind them if their prescription is past due. Inform your patients of possible side effects by sending them the information through text.

KEEP PATIENTS INFORMED

Keeping patients healthy is priority #1 for healthcare providers. Send text messages to share general wellness tips and advice specific to their needs. Not to mention, it is a great way to cultivate better patient relationships.

AUTOMATE APPOINTMENT REMINDERS

Take some of the manual work off your team when it comes to scheduling appointments. Automate reminders, confirmations, cancellations, and reschedules through phone calls, texts, or other channels. Your patients will appreciate the flexibility to manage their appointments in their preferred channel, and your team will have more time to focus on more complex issues.



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