

Reduce Patient “No-Shows” & Save Costs

Healthcare providers schedule thousands of patient appointments every day, often weeks in advance. A high percentage of appointments are missed, due to patient “no-shows”.

The impact of missed appointments costs the healthcare industry millions of euro each year, prolongs waiting lists, ties up hospital resources and reduces the number of patients a hospital can treat each day.

Defero, Grapevine’s advanced messaging solution can help healthcare providers to: -

- Reduce patient “no-shows”
- Enhance patient services
- Reduce costs

Many customers already benefit from our solution and consistently achieve low “Did Not Attend” (DNA) rates, generating significant savings.



“Here in St Vincent’s we wanted a communication system that would allow us to contact patients & staff quickly, effectively, discreetly and more cost effectively compared to traditional methods.”

Dermot Cullinan, Director of ICT,

Benefits...

- ✓ Automatic, Timely and Direct Communication
- ✓ Reduce Missed Appointments
- ✓ Reschedule Cancelled Appointments
- ✓ Reduce Administration & Communication Costs



Since 1996, Grapevine has provided innovative customer focused solutions and services to clients across a wide range of industries & services.

- ✓ **Message Templates**
 - ✓ Create message templates for clinics or departments
 - ✓ Add pre-defined & custom message fields to templates
 - ✓ Preview and Approve message templates

- ✓ **Send Appointment Reminders**
 - ✓ Automatically send appointment reminders from hospital systems
 - ✓ Send ad-hoc appointment reminders to one or more patients
 - ✓ Resend appointment reminders previously sent
 - ✓ Confirm when text messages are received

- ✓ **Schedule Message Delivery**
 - ✓ Schedule appointment reminders for future dates & times
 - ✓ Schedule recurring text messages

- ✓ **Two Way Communication with Patients**
 - ✓ Receive patient responses to cancel or re-schedule appointments
 - ✓ Review full message correspondence (sent & received messages)
 - ✓ Review & add notes to patient responses
 - ✓ Forward full correspondence details by email for further action
 - ✓ Automatic notification when new responses are received

- ✓ **Clinic Appointment Scheduling**
 - ✓ Assign message templates to clinics
 - ✓ Create clinic appointment reminder schedules
 - ✓ Configure number of days reminders are sent before appointment
 - ✓ Import clinic information

- ✓ **Reports & Data Export**
 - ✓ Sent messages, text message responses & correspondence
 - ✓ Message statistics
 - ✓ System events
 - ✓ Search by Mobile, Template, Clinic, Department, User & Date

- ✓ **Security**
 - ✓ System Dashboard to monitor system status
 - ✓ Secure web application, database & SMS gateway
 - ✓ User access via single sign on (SSO) or username/password login