

CallAssure™

Automated Interactive Outreach to Patients and Staff

Vocantas has been providing healthcare organizations with successful automated outreach solutions for more than a decade. We work with hospitals and clinics, both large and small, representing healthcare organizations across North America. As a collaborative partner with our customers we provide a fully integrated interactive solution that offers you an easy and cost effective way to provide a variety of services to your patients and staff.

Based on the patient's health information, CallAssure medical IVR will provide the appropriate follow up, delivering personalized, high-quality care.

This systematic, repeatable contact improves patient compliance, clinical outcomes and patient satisfaction. The Vocantas medical IVR solution reduces adverse patient events by offering post discharge follow up through an automated solution.

Over a decade of collaboration with healthcare experts has gone into the development of CallAssure. Created to meet the need for more effective patient monitoring and follow up, CallAssure solves many of the challenges faced in healthcare by:

- Reducing no-show rate at appointments
- Reducing the cost of patient follow up
- Reducing the cost of managing chronic disease patient communication and monitoring
- Providing a proven reduction in adverse events, and improving patient safety
- Providing real time reporting with patient quality survey results
- Providing researchers with subject interaction that is trackable, reliable and cost-effective
- Reducing the cost of manual staffing calls for regular and sick-time scheduling



Fully EHR and EMR Integrated

CallAssure integrates with your existing EMR or EHR so that information can be pulled dynamically and requires no manual intervention. When CallAssure sees a new record in your EMR it automatically knows when to remind the patient of their upcoming appointment. The information from the appointment reminder call is available in our secure web portal in real time and you can be notified of those patients who indicate they do not plan to attend their booked appointment. Likewise for other CallAssure modules, full integration with your system is available.



VOCANTAS
Powerful Integrated Voice

SPECIAL INSTRUCTIONS

CallAssure demo 1.855.271.2101 | info@vocantas.com | vocantas.com

96%

connection rate.

75%

of patients
PREFER IVR.

“Previously, information about symptoms and side effects was not collected in a standard and thorough manner. Now we are able to test a method that closes that follow-up loop and provides real-time reporting for review and analysis.”

JENNIFER HAAS, MD, MSPH
BRIGHAM AND WOMEN'S
HOSPITAL, AN AFFILIATE
OF HARVARD UNIVERSITY

CallAssure Demo
1.855.271.2101

Some of the many ways CallAssure can work for you



Interactive Emergency Broadcast Notification

- Through direct telephone interaction the system can be used to quickly notify staff of emergency measures that have been put in place
- Integrates directly with the hospital's H.R.I.S. system to obtain staff calling information; in emergency situations.
- Initiate a call out sequence to notify staff of *code* situations and staff callbacks.



Nurse/Staff Scheduling

- Alleviate the manual labour involved in booking and rebooking shift changes in hospital settings.
- Customized to mimic your current processes, replacing all manual telephone calls and manual updating of the database.



Appointment Reminders & Missed Appointment Follow Up

- Reduce missed appointments and wait times by backfilling no shows.
- Patients attend appointments fully compliant with pre-appointment instructions.



Post Discharge Follow Up

- Improve patient safety – provide consistent, reliable follow up.
- Reduce adverse events.



Chronic Disease Management

- CallAssure can also be fully integrated with your dosing database and when a new prescription is updated the system can automatically call the patient with the new dosage.
- CallAssure can also notify patients when a test result has been received and provide instructions with next steps.



Patient Satisfaction Surveys

- No more waiting months for paper based survey results. Now results are available the same day the survey is issued. Real time results allow you to make immediate changes where scores are low.
- Ask us how the virtual hug can improve your satisfaction scores with just a phone call!



Medical Research Surveys

- Use automated interactive calls to connect with patients and subjects in your research project.
- Close the loop with trackable results for every subject.