

# MEDICAL MESSENGER



Reduces Pressure on the Reception Team



Unlimited clinic specific text messages



Confirmation texts and reminders



Age specific bandings



Automated text cancellation



Low Cost



Easy bulk messaging



Send 24/7

Medical Messenger, powered by Voice Connect, the solution software that enables you to effectively manage communication between patients and surgeries. Medical Messenger designed for bulk or individual messaging automatically sends confirmation and appointment reminders. Using "LEAST COST ROUTING" while saving practice overheads, the software allows messages to be sent by appointment type resulting in bespoke communications.

Medical Messenger's unique facility automatically finds the cheapest way to communicate with your patients, working in one of three ways, via an Email, Text or Letter. Categorizing your chosen contact list, Medical Messenger communicates via email or text to as many patients as possible at minimal cost. The remaining patients will then be contacted via post. The system ensures everyone gets your message, by finding the cheapest way to deliver it.

## QIF, QAIF and QOF POINTS

As part of the General Medical Services (GMS) contract Medical Messenger adds to your QIF, QAIF and QOF Points. You can be awarded points by simply sending text messages to your patients to notify them of:

- Blood pressure check
- Flu clinics
- Asthma clinics
- Customer satisfaction survey
- Child vaccinations
- Diabetic clinics

Automatic Insertion of Read Codes/ Snowmeds Medical Messenger will automatically enter a read code into the patient's notes when sending out a message. This helps to provide a full audit trail of your communications and helps with audits.



VOICE CONNECT

## EMAIL

With the changes to NHSmail affecting the availability of free texting for some surgeries, email has become even more important. Medical Messenger gives you all the same functionality that you get with text messaging for any patient for whom you have an email address. You can even let the patients choose their preferred form of contact.

## LETTER

Medical Messenger incorporates VC Smart Mail, a secure online pay-as-you-go postal service. The solution allows you to manage all your letters from your desktop: simply upload your letter content and address list, the system will then do the mail merge for you, confirm the price and give you the option to send. No printing, no stuffing and no stamps! All the elements of a mass mail campaign that take up your time are done for you, meaning your annual flu send will take minutes rather than days! The letters are still delivered by the Royal Mail and you can choose 1st or 2nd class postage. Each letter costs less than the price of a stamp and reduces staff resources from hours to minutes.

## BENEFITS

- Reduce Communication Costs
- Reduce Administrative Cost
- Improve Patient Engagement and Reduce DNAs
- Increase Efficiency
- Improve your Service to Patients

## BOOK A DEMO TODAY

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