



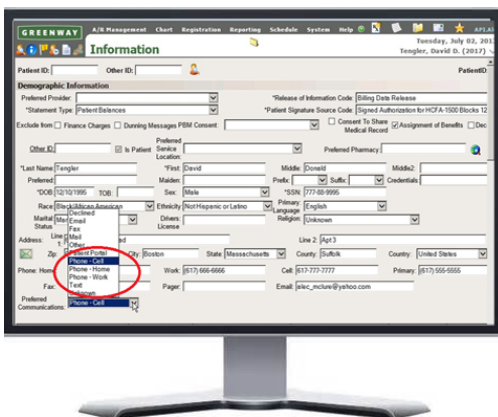
ADEFRIS & TOPPIN WOMEN'S SPECIALISTS ACTIVATE ALERT SOLUTIONS, SEE PATIENT NO-SHOW RATES DIP 10% BELOW INDUSTRY AVERAGE

The Challenge

The office staff at Adefris & Toppin Women's Specialists uses Greenway's PrimeSUITE EHR for all of their practice management needs.

Since the patient schedule is stored in PrimeSUITE, the practice manager thought it would be nice to have the ability to send appointment reminders from the same place.

Eager to start automating their patient communication, Adefris & Toppin Women's Specialists started searching for an affordable and 'set it and forget it' appointment reminder system that worked with their Greenway PrimeSUITE EHR.



The Solution

After careful consideration, Adefris & Toppin Women's Specialists chose to implement Alert Solutions. Alert Solutions is a [Greenway Certified Partner](#) and completely integrated within their PrimeSUITE EHR.

Alert Solutions enables their practice to drastically reduce no-show rates by sending [automated appointment reminders](#) to patients using their preferred method of communication: **email, voice and SMS text.**

Office staff members can receive appointment confirmations instantly, which creates a **'set it and forget it'** user experience.

The Benefits

Since activating Alert Solutions within their PrimeSUITE application, Adefris & Toppin Women's Specialists has experienced a lot of positive results, including an **improved patient no-show rate.**

With only an average of 10 patients per week missing their appointments, Alert Solutions' automated reminders helps keep their 6 healthcare providers schedules full.

Patients are also excited to have the option to receive reminders via their preferred communication method – with most **opting for voice calls.**

"Since using Alert Solutions, our patient no-show rate is about 20%, which is 10% less than the national average."

Anna Jones
Practice Manager