

MEDLOCK PEDIATRICS MEETS MEANINGFUL USE REQUIREMENTS WITH THE HELP OF ALERT SOLUTIONS

The Challenge

Medlock Pediatrics implemented ZocDoc for online appointment scheduling, advertising and patient reminders. By allowing patients to schedule appointments online, staff members then had to approve or disapprove the appointment and manually add it to the schedule, causing additional work.

Feeling as if the patient schedule was getting out of control, staff members at Medlock Pediatrics decided to cancel their subscription with ZocDoc – a decision that also left them without a patient reminder system.

In an attempt to streamline patient communication and meet a fast-approaching Meaningful Use deadline, Medlock Pediatrics went searching for a user-friendly patient reminder system that would best suit their needs.

The Solution

After reviewing a countless number of patient reminder systems, the staff members at Medlock Pediatrics chose to implement Alert Solutions after being most-impressed with its feature set.

Alert Solutions, a Greenway Certified Partner, is completely [integrated within Greenway PrimeSUITE](#) – Medlock Pediatrics' EHR.

Alert Solutions enables users to send patient reminders automatically using their preferred communication methods including email, voice and text.

Reminders are sent within minutes and reporting capabilities provide [appointment confirmations in real-time](#).

“Alert Solutions helped us meet Meaningful Use requirements by using the patient’s preferred communication method for recall reminders. We’ve also seen an increase in patients calling in to schedule wellness visits.”

Ellen Cerny
Office Manager

The Benefits



Since implementing Alert Solutions this past summer, Medlock Pediatrics has experienced a lot of positive results.

Staff members have observed an [increase in patient engagement](#) regarding their health – recording an uptick in scheduled wellness visits at the practice.

Alert Solutions has also enabled Medlock Pediatrics to **achieve Meaningful Use requirements** by giving patients the ability to select their preferred method of communication for recall reminders.

With email, voice and SMS text messaging options available, staff members are finding more and more patients are interested in receiving text reminders – a feature which has helped **improve overall patient satisfaction**.