

PLAZA FAMILY CARE AUTOMATES APPOINTMENT REMINDERS, SAVES OFFICE STAFF 15 HOURS PER WEEK

The Challenge

The practice administrator at Plaza Family Care was starting to notice the negative impact their manual reminder call process was having on staff members. On a typical day, reminder calls were made by two staff members and would take up to several hours to complete.

In most cases, well visit appointments were rarely able to be confirmed and there was not enough time to contact patients with sick visits. This time-consuming activity forced other tasks to be left unfinished, making the office less efficient as a whole.

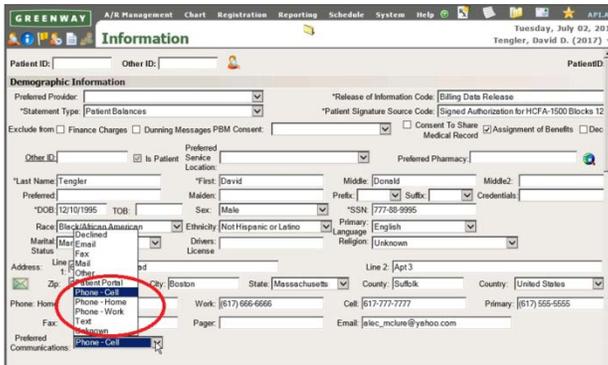
Tired of the ineffectiveness and cost this manual process was incurring on the practice, Plaza Family Care started searching for a more affordable and streamlined appointment reminder system that best fit their needs.

The Solution

After careful consideration, Plaza Family Care chose to implement Alert Solutions. Alert Solutions is a [Greenway Certified Partner](#) and completely integrated within their PrimeSUITE EHR software.

Alert Solutions enables their practice to send [automated appointment reminders](#) to all patients via email, voice and text. Plus, with the use of two-way communication, office staff members can receive appointment confirmations instantly.

This technological advantage creates a ‘**set it and forget it**’ user experience, making it the simplest, most economical, and most effective solution for PrimeSUITE users.



The Benefits

Since activating Alert Solutions, Plaza Family Care has experienced a dramatic **increase in the percentage of confirmed appointments** for both well and sick visits. Patients are also excited to have the option to receive reminders via email and text in addition to voice.

Switching to Alert Solutions from a manual process has saved the practice both time and money. Because Alert Solutions is fully-automated, Plaza Family Care has been able to make a substantial dent in the practice’s labor costs. Staff members are **saving at least 15 hours per week**, giving them more time to greet patients and focus on completing other important tasks.

“Alert Solutions has helped save us a ton on labor costs. Our staff members are saving at least 15 hours per week, giving them more time to complete other important tasks.”

Joseph Nocilla, Jr., M.H.A.
Practice Administrator