

# RingCentral Advanced SMS Inbox for Clinics

Empowering healthcare communications  
with advanced SMS solutions



The healthcare industry thrives on clear communication, efficient scheduling, and patient-centered engagement. RingCentral's Advanced SMS Inbox is a comprehensive solution tailored for clinics, hospitals, and healthcare providers to streamline appointment scheduling, enhance patient engagement, and facilitate proactive care—all while helping ensure regulatory compliance.

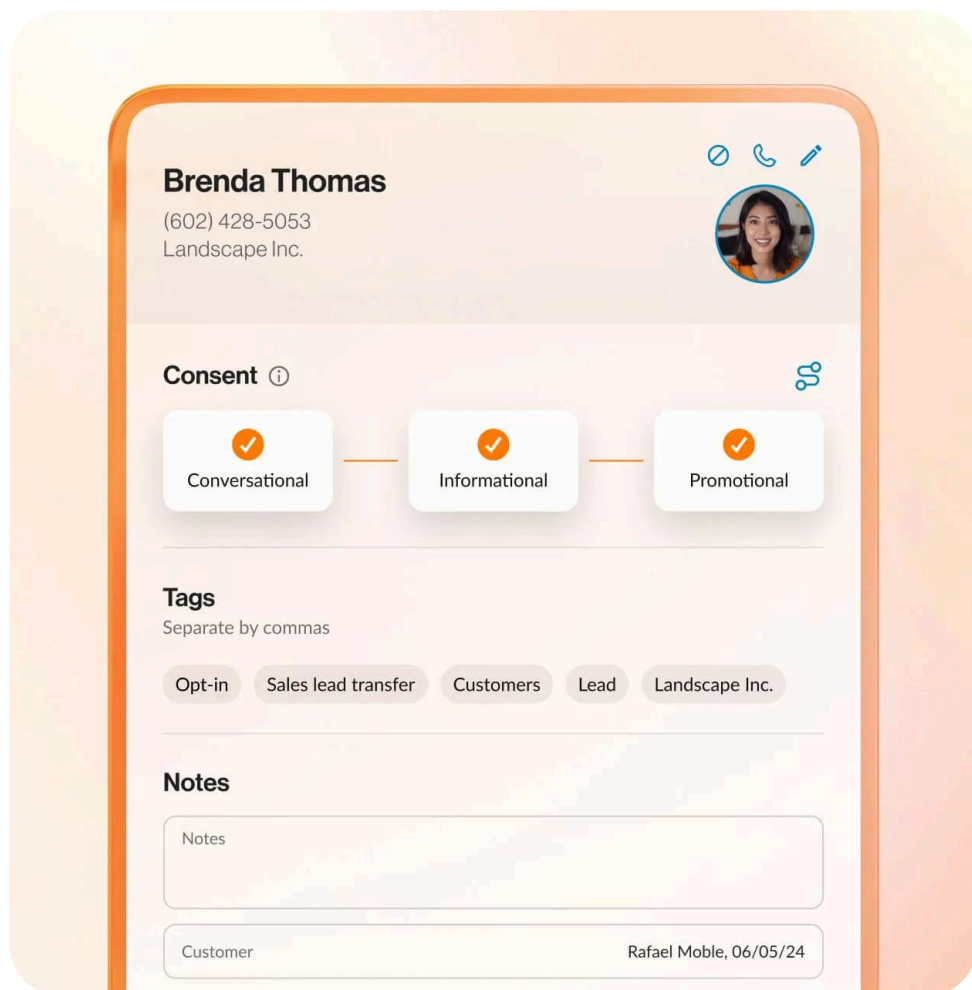
## Key features and benefits

### Streamlined appointment scheduling

- **Two-way SMS communication:** Allow patients to book, confirm, reschedule, or cancel appointments directly through SMS.
- **Automated reminders and check-ins:** Reduce no-shows with scheduled SMS reminders for upcoming appointments. Utilize auto-responses and chatbots to answer questions or complete check-ins.
- **Integration with EHR/EMR systems:** Seamlessly sync appointment bookings with existing electronic health record (EHR) or electronic medical record (EMR) platforms.
- **Multilingual support:** Tailor communications to reflect patient preferences and improve accessibility for diverse patient groups.

### Enhanced patient engagement

- **Broadcast messaging:** Share clinic updates, wellness tips, or special programs (e.g., flu vaccination drives) with patient groups.
- **Personalized messaging:** Use conversation history and smart tagging to send personalized messages for patient follow-ups or check-ins.



- **Customizable templates:** Quick access to pre-built templates for common messages such as prescription renewals, test results availability, or clinic hours.
- **Shared inboxes:** Route patient questions to their dedicated care team to ensure new symptoms don't get missed, and patients receive personalized care.

### Proactive care management

- **Preventive campaigns:** Reach out to patients for annual wellness visits, routine screenings, or chronic disease management programs.
- **Care plan follow-Ups:** Automate reminders to patients regarding treatment adherence, diet plans, or medication intake.
- **Real-time communication for critical alerts:** Instantly communicate urgent care notices, such as lab result updates or emergency notifications, via SMS.

### Regulatory compliance and security

- **HIPAA-compliant messaging:** Ensure all patient information remains protected and aligns with healthcare regulations.
- **Opt-in/opt-out management:** Provide patients with the autonomy to opt into or out of SMS communications easily.
- **Audit trails:** Maintain detailed records of all SMS communications, ensuring transparency and accountability.

## Advantages for hospitals and clinics

- **Increased efficiency:** Streamline appointment booking, reduce no-show rates, and optimize administrative operations.
- **Improved patient satisfaction:** Personalized, proactive, and responsive communication helps foster trust and loyalty among patients.
- **Cost-effective engagement:** SMS provides a low-cost yet highly effective way to engage with patients compared to traditional methods like phone calls or direct mail.
- **Scalability:** Whether you're a small clinic or a multi-site hospital, the Advanced SMS Inbox grows with your needs.

## Use cases in healthcare

### Appointment management

Patients receive automated reminders three days before an appointment with an option for real-time rescheduling.

### Vaccination drives

Notify patients about upcoming vaccination events, with links to book timeslots.

### Chronic care management

Send weekly encouragement and reminders to patients on chronic care plans to improve health outcomes.

### Critical alerts

Instantly reach patients and staff in emergencies, such as unforeseen closures or policy changes.

## Why Choose RingCentral?

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50%

increase in customer sessions

80%

reduction in admin work

**All-in-one solution:** Consolidate calls, messages, video, and SMS into a single platform for unified communications.

**AI-powered technology:** Leverage conversation insights and automation for targeted and efficient patient outreach.

**Global reliability:** Trusted by over 400,000 organizations worldwide with 99.999% uptime reliability.

**Expert integration support:** Easily integrate RingCentral with existing healthcare platforms and tools.

The Lifesaving Society, a healthcare provider, implemented RingCentral's SMS solution and experienced a 50% increase in customer sessions booked. Their system now automatically sends appointment reminders with options for patients to confirm or request rescheduling, significantly reducing no-show rates while decreasing administrative work by 80%.

**With RingCentral's Advanced SMS Inbox, clinics and hospitals can deliver patient-centered care and improve operational efficiency.**

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For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

**RingCentral**

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RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world.

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