



Patient Notify

Proactive patient notification is critical in the design of an effective clinical communication strategy. Patient Notify is an intuitive pre-configured solution that sends clinical notifications to patients triggered by real-time events in the Electronic Health Record (EHR) for appointment reminders, prescription reminders, bill reminders, and orders/referrals notification. Patients are provided the ability to respond to these notifications allowing real-time updates to the EHR.

Why Choose Us!

Configurable pre-built notification workflows

Plug and play real time feeds from EHR

Connected experience with live assist for high touch interaction

Key Features

Appointment Reminders
 Referral Reminders
 Orders Reminders
 Prescription Reminders
 Bill Reminders
 Wellness Reminders

Pre-op/Inter-op/Post-op Notifications
 Realtime EHR Updates
 Voice, SMS, Email Support
 Satisfaction Surveys
 Patient Communication Preferences

Contact Center Integration (BYOCC)
 Flexible Reports
 Command Center for Operations
 Configuration/Admin Web Portal
 API Interface for Workflow Integration

Success Story

A midwestern health system was seeking a solution to automate Appointment Reminders for all clinics.

Business Objective

- Create real-time engagement with patients to reduce no-shows and cancellations
- Eliminate batch processing with the EHR
- Manage participating departments & visit types
- Provide notifications based on patient communication preferences in the EHR application

SpinSci Solution

Provided an integration of Epic & the health system's contact center through a patient detail dashboard for easy identification & verification with context management to Epic.



51% Decrease in No Shows

Decrease from 18% to approx 9% due to increase in response rates & flexible process flow



+22.8% Increase in Response Rate

Improvement in response rate due to real-time patient notifications



Operations Workflow Efficiency

Simplified change management process

Driving Values

Operational Efficiencies

Decrease no-shows, cancellations & readmissions

Improve medication adherence

Improve revenue cycle & financial operations

Improve referral Management

Patient Experience

Provide proactive notifications supporting better control of care activities

Proactively provide self-service options to patients

Improve access and speed to care

Organizational Objectives

Improve patient engagement and loyalty

Establish metrics for business decisions

Flexibility to expand to additional workflows