



# Voicemed LLC

## Virtual Communication Program



### Meeting your Patient Communication Needs

Healthcare providers are increasingly faced with challenges that include reductions in overhead budgets, increased transaction costs, and growing self pay balances.

One of the most powerful ways to address these challenges is to communicate with patients as efficiently and cost-effectively as possible. We enable you to effectively manage the most important and overlooked customer contact channel in healthcare: the telephone.

You can now interact with patients a manner that they prefer, creating a powerful, low cost communication program.

Our systems are perfect for **collection notices, appointment reminders, test results**, and other types of communications requiring timely notifications.

### Benefits to you

- Immediate Return on Investment
- Increased patient contact
- Increased collections
- Reduced cost per call
- Increased staff utilization

### Benefits to your Patients

- Personalized Communications
- Access to information
- Private, convenient, secure
- Increased "self-serve" capability

### Features -

- > Hosted, on-demand service
- > 30,000 available ports
- > 20 languages supported
- > 500 million calls made
- > 24/7 patient access
- > HIPAA compliant

### Services Available -

- Unattended messaging
- Touch tone IVR
- Fully interactive speech

### Typical Results:

- \*20% increase in dollars collected
- \*100% increase in outbound call volume
- \* 30% increase in total number of paid accounts
- \* 70% lower cost



*The Leader in Patient Communications!*

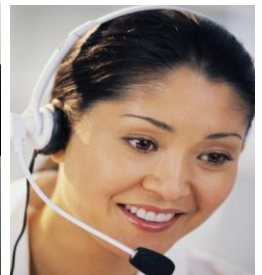
## What can Voicemed do for you?

We can contact the patient on your behalf and help them to -

- > Pay an account
- > Identify insurance sources
- > Set up payments
- > Secure a promise to pay
- > Request a detail statement
- > Confirm an appointment
- > Receive a test result
- > Complete a survey

## Types of calls -

- > Account segmentation (by balance, age, score, etc.)
- > Balance due notifications
- > Pre-bad debt notices
- > Broken promises
- > Charity determinations
- > Medicaid eligibility services
- > Returned mail calls
- > Special discount campaigns
- > Backlog clean up projects
- > Small balance insurance
- > Appointment confirmations
- > Insurance verifications
- > Satisfaction surveys
- > Lab test results



## How it Works

### Interactive Speech Technology

Interactive Speech Technology (IST) automates phone interactions with people.

Speech solutions use customized voice scripts and menus to present information and options to callers, using touch-tone telephone keypad or voice prompts to gather responses. These multi-channel services can be delivered over any communication device, including - phone, mobile phone, PDA, fax, email, and text. Our IST platform replaces traditional expensive manual, dialer, messaging or IVR calls.

Notification programs provide an efficient system for making patients feel valued and informed. Because our service is delivered on a hosted, "on demand" basis, it will not drain your IT resources or operating budget. No capital investment is required.

Working with your existing hardware and software infrastructure, we can transform any data element in your system's database into a spoken message. Voicemed can increase the efficiency of your call center operation by improving patient self-service rates, with demonstrable ROI.

For additional information, please contact -

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