



Communicate More, with Fewer Resources

Reminder calls, satisfaction surveys, patient education and follow-up instructions - if you just had unlimited staff or a larger budget, you could do it all. But in a year of budget cuts and hiring freezes... **how is this possible?**

With **PhoneLink**, an automated communication solution is completely within reach. It enables you to communicate more, using fewer resources. Think of it as four additional staff, working 24x7, whom you can lease for \$4,900* per year.

LVM Systems' new product is:

- **fully hosted** - letting you avoid the hassles of capital requests and installation
- **expandable** - the basic 4-port system can flex to 16-line usage to accommodate peaks in volume through server-sharing. Usage reports help identify your most opportune times to "push" outbound communications efficiently.
- **vendor neutral** - each PhoneLink system is powered by a complementary license of Centaurus software. Your primary call center software can be LVM Systems, McKesson/Relay, Healthline - it doesn't matter. PhoneLink can work from the data you supply.

What is PhoneLink?

PhoneLink is a third-generation product for automating communication to and from your customers: consumers, patients, or members. It integrates touch-tone phone technology with a robust SQL software database to manage two-way communications, such as:

- surveys (anonymous or identified): satisfaction, follow-up, health monitoring
- appointment reminders: for appointments, classes, and upcoming events.
- action/behavior reminders: such as medication compliance, new behavior prompts.
- health education fulfillment: this includes (inbound) consumer-initiated access of health information topics and also (outbound) push-to-patient instructions and health topics.

The basic PhoneLink package includes:

- 4 lines/channels, powered by a T1 connection for optimal performance.
- 10 DNIS phone numbers. Assign unique numbers per campaign or service line.
- An individual copy of Centaurus software on our hosted server, for managing your data and reporting, accessible through a private, secure Microsoft Remote Desktop connection.
- Access to real-time reports, to verify calls and review results.
- *Cost: \$4,900 lease per year, plus \$0.20 per minute for utilization.

The Benefits: What PhoneLink Can Do for You

Reminders

- Increase "show rate" for any type of appointment or service
- Off-load staff, so they can be assigned to more productive work
- Adjust call times to patient preferences: daytime, evenings, weekends
- Grow your reminder services without adding staff

Surveys

- Enhance continuity of care: post discharge follow-up
- Gain timely feedback from patient experiences
- Respond quickly to any issues or questions
- Collect actionable data for quality programs
- Increase patient loyalty through enhanced responsiveness

Health & Patient Education

- Provide 24x7 access to health information resources
- Push "health tips" to patients involved in behavior change
- Reach patients with challenging schedules
- Enhance public and community health initiatives, cost effectively

(Continued on reverse)



Experience PhoneLink Now



Emergency Department Follow-Up Survey: gather timely patient feedback regarding service, staff and overall experience, as well as opportunity to refer to affiliated physician for follow-up.

480.478.6704
Passcode 747



Post Office-visit Satisfaction Survey: collect important patient satisfaction data for quality improvement and/or service recovery.

480.478.6706



Audio Health: offer 24x7 access to a library of health reference and parent advice topics.

AAFP Topic:	Passcode	Parent Advice Topic:	Passcode
"Halitosis"	169	"Sleep Problems"	243
"Antihistamines" (Sp)	262	"Spoiled Kids"	029

480.478.6705



Physician Appointment Reminder: maximize physician (or service) schedules & revenues. (for demo purposes: enter your 10-digit phone number and the system calls you within 5 minutes)

480.478.6701



Patient Compliance Prompt: reinforce essential self-care behaviors until they become habit. Collect clinical values important to safe management of disease at home.
Heart Failure, Weight Status (for demo purposes: enter your 10-digit phone number and the system calls you within 5 minutes)

480.478.6707

The Benefits: What PhoneLink Can Do for You (continued)

Ease of Use & Implementation

- Low start-up cost; not a capital expenditure
- Low per-minute utilization fees; much less than even "temp" staff
- Hosted solution; no dependency on internal IT resources
- Existing health information libraries
 - 800+ AAFP Family Doctor - English and Spanish
 - 265 Barton Schmitt Parent Advice Messages - English and Spanish
- Existing satisfaction / follow-up surveys and reminder scripts
- DIY (Do it yourself) data and recording management, or...
- LVM Systems support available* for assistance and custom work

*LVM Custom Support is fee-based at \$125 per hour



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