

IMPROVING PATIENT EXPERIENCE THROUGH TWO-WAY TEXT MESSAGING

Did You Know?

*78% of patients want to
receive appointment
reminders via text.*

Extending Patient Support Beyond the Office

*The average patient responds to a
message within 90 seconds.*

01 | Mobile Messaging

In today's healthcare world, phone calls are not enough to drive patient communication efforts. Two-way text messaging is now the preferred form of communication. Mobile messaging allows physicians to connect with patients and enables customers and staff to actively engage through sending and receiving quick notifications.

02 | Compliance

All information sent via mobile messaging is processed and handled by systems that are monitored for security purposes. Additionally, two-way text messaging solutions adhere to the latest SSAE, HIPAA, TCPA and CTIA standards — from hosting and storage to processing and transmission as well as opt-in and opt-out management — ensuring your patient's information is secure.

03 | Features

With a customized texting platform developed specifically with healthcare in mind, the mobile messaging solution helps achieve better patient satisfaction and outcomes throughout the patient's journey.

• Pre-visit

- Automated appointment confirmations
- Registration/Pre-appointment compliance
- Scheduling changes
- Weather alert/office closures
- Links: facility maps/portals

• Patient Care

- Clinical engagement
- Medication monitoring
- Caregiver communication
- Prescription refill

• Post-Visit

- Post-appointment/post-op compliance
- Payment reminders
- Patient recall messaging
- Patient satisfaction surveys

Learn More

[Contact us](#) today to learn more about the two-way text messaging service available, the benefits to you and your practice, and how to implement new, exciting services to your facility.

Matrix GPO is working on meeting physician needs with diverse services. Click [here](#) to visit the Matrix GPO website and fill out an enrollment form.

References

<https://www.klara.com/>

<https://matrixgpo.com/Content/gpo-overview>