

IMPROVING PATIENT EXPERIENCE THROUGH TWO-WAY TEXT MESSAGING

Did You Know?

*97% of all text messages are
read by the recipient*

Extending Patient Support Beyond the Office

*Two-way text messaging can
reduce no-show rates by over 50%*

01 | Mobile Messaging

Two-way text messaging has transitioned from an attractive feature that physicians could offer their patients to a necessary capability. Mobile messaging allows physicians to connect with patients and enables customers and staff to actively engage through sending and receiving quick notifications. It serves to extend the reach of patient care to beyond a physical office.

02 | Compliance

All information sent via mobile messaging is processed and handled by systems that are constantly monitored for security purposes. Additionally, the two-way text messaging solution adheres 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. This ensures 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.dialoghealth.com/>

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