

## **"Your Patients Want You To Communicate With Them By Email. With AccessMySchedule.com It's Easy and Automatic"**

Many patients prefer to communicate with their health care providers via email. All practice management software makes this process cumbersome and inefficient. Our system seamlessly creates patient appointment emails in the background with no staff interaction whatsoever.

### **What is the AccessMySchedule.com service?**

We use software technology provided by Uappoint, Inc. to synchronize your patient schedule information with a secure server computer located at the Uappoint facility. This synchronization occurs in real time. Your staff only needs to do one thing to make the process work, simply add patient emails to your practice software. Once you start to enter patient emails this is what happens:

1. When an appointment is scheduled for a patient he/she gets an email with the appointment details (with an easy way to add to their personal computer schedule). **Instant Email**
2. Two weeks before an appointment the patient receives a reminder email. **Reminder Email**
3. 3 days before an appointment the patient receives a confirmation email. The patient clicks a link in the email and our server updates the status of that appointment as confirmed by email. Before your staff makes confirmation phone calls for the next day's appointments, they simply view a web page that shows them which patients have already confirmed by emails. **Confirmation Email**
4. Patients due for an appointment but not on the books can be recalled by your staff simply clicking a check box on a list of patients due for an appointment. The patient receives an email with an invitation to select an appointment day and time. The patient is offered appointment slots that the system knows are available in your hygiene schedule. The patient selects a slot and your staff is notified of the request. If the slot the patient selected will work, your staff person simply schedules that patient at that time for their requested appointment and they are notified by email that their appointment request has been accepted. If the slot will not work, your staff person can contact the patient to negotiate a better appointment time. **Recall Email**
5. New Patient Welcome Email can contain forms or links to forms for the patient to fill out in advance of their first visit. **New Patient Email**
6. Online access to your schedule by simply logging in to your dashboard on our website. Type in a patient name and see basic information as well as recent appointments. Find what appointments are scheduled for a tomorrow or any day in the future.
7. Automatic backup of your schedule data. Since we synchronize your patient data online your schedule data is saved in a separate location than your practice software. Should your local computer have problems, any computer with Internet access and proper passwords can access your schedule information.

### **How will the AccessMySchedule.com service benefit my practice?**

#### **Financial Benefits**

##### **Reduces No-Shows**

By keeping your patients up-to-date with their appointment times along with the tools to update their schedules, you are implementing an effective process to drastically reduce the number of expensive no-shows.

##### **Increases Referrals**

Patients expect their health care providers to use modern communication tools. Our customers report that their patients are delighted with the appointment email communications that they are getting. Happy patients are more likely to mention you to their coworkers and friends.

##### **Eliminates Tedious Phone Tasks**

We estimate each email replaces a 5 minute phone call. Most practices will find that at least 50-60% of patients have an email they check regularly. If you see 30 patients per day, then 15 phone calls will give your front staff an extra 1.25 hours each day to provide better service to your patients.

### **Total Recall System**

The key to keeping your hygiene schedule full is contacting patients who are due for an appointment and not yet on your books. This is a tedious and time consuming task that, in most practices, falls through the cracks. With our Total Recall system your staff just checks a box and the patient gets an email invitation to make their appointment online (or a postcard to remind them to call if they do not have email). Besides the initial phone call, the call into your office to negotiate the appointment time is eliminated as well. What would a full hygiene schedule with minimal no-shows mean to your practice?

### **Other Benefits**

- Impresses your patients, more referrals
- Redundant backup of your appointment data
- Access your schedule online
- More time for staff to provide patient services
- More time for staff to contact patients about diagnosed, unscheduled treatment
- Welcome email means patients will have forms filled out ahead of time and can be seen right away
- Patients are reminded immediately when an appointment time change occurs.

### **Why is your service free?**

We don't want you to pay us for our service until YOU are convinced that it is a huge financial benefit to your practice. We know this won't happen until your staff has the time to collect patient emails and enter them into your practice software. (This is the only task they must do to make this system work). Our system is fueled by patient emails, and until you fill up the tank, it will not be fully effective.

So all we ask is that you put forth an effort to begin requesting patient emails. The staff will quickly see that fewer confirmation calls are needed when patients have confirmed by email, so motivation is built in the system to collect patient emails.

### **When will I have to pay?**

Once the emails begin to build up we will provide you with monthly ROI (Return on Investment) reports that will show you the financial benefit our service represents to your practice. When this figure reaches a level of approximately 5 times our monthly service fee, we will ask you to subscribe to our service and begin to pay your monthly fee. (Our complete system including Total Recall is only \$199 per month for a single doctor practice, with other options that are less). It is usually 3 to 5 months before your practice will be benefiting at this level, so you can count on a free period of at least 3 months or more before any decision needs to be made.

So basically we want you to use our service until you are convinced that it is worth much more than we ask in monthly fees, before we ever ask you for a dime. The decision to move forward with our service should be an easy one for you. Our paid service can be discontinued at any time at your option, we have no long-term contracts.

If you decide that our service is not worth our monthly fee, you can elect to have it removed, or simply continue with our free services indefinitely. The free services include the instant reminder email sent as an appointment is made, the 2 week reminder email, and the online schedule access and backup. These 4 elements would always be free.

### **This sounds like a no-brainer, how do we get started?**

To get started we just need you to let your front desk staff person know that it is ok to proceed. We will work with her to set up the software on your server so that it begins to synchronize your schedule data. We do this online, after hours, so it does not interfere with your daily work flow. The training consists of going over a few web pages that show who has confirmed their appointments and who needs to be sent a recall invitation. Training usually takes about 15 minutes over the phone. There is literally no impact to the daily tasks your front desk must perform except to drastically reduce the outbound calling tasks they are currently engaged in.

## What Folks Are Saying About UAppoint Which Powers AccessMySchedule.com



"We have found UAppoint to effectively replace all screens, reports, and tools for appointment confirmations ...much more handy. Now anyone in the office (even hygienists!) can help with confirmations from any computer in the office. Much easier and it only took one one-hour training / staff meeting to get completely up and running."

**Bruce Stephenson, DDS**  
**San Leandro, CA**

"UAppoint is a true time-saver and frees my staff to handle other office tasks. The service benefits are especially apparent with hygiene and orthodontics appointments, which require a large number of patient reminders. I'm excited to notice my staff's satisfaction with UAppoint, and to work with a communication system that my patients find convenient to use."

**Arnold Keiles, DDS**  
**Palo Alto, CA**

"The program was very easy to do and very convenient. I am terrible at calling doctors to schedule appointments and having this program made the whole process a lot easier."

**Patient**

"We use UAppoint. The feedback from patients has been excellent. I don't think it has been very expensive. The program is also very user friendly and accommodates changes pretty well."

**Steve Hudis, DDS**  
**Princeton, NJ**

"I prefer to schedule my own appointments online. It empowers the patient, and you can do it so much faster online. Besides, I hate calling and having to listen to that awful elevator music when I'm put on hold."

**Patient**

"We been using Uappoint for over a year (\$199/month) and have been extremely pleased and our patients love it. I know that they have been working on a new recall module. It has more than paid for itself and been trouble-free."

**Kenneth Aschheim, DDS**  
**New York, NY**

"I commend you on your conversion to electronic communication and scheduling!! This is a wonderful service - I have already scheduled my first appointment online! It is a huge convenience for me!"

**Patient**

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