

## CONIFER APPOINTMENT MANAGEMENT



### Helping You:

- Provide reminders to significantly reduce no-shows for scheduled patient appointments
- Improve patient satisfaction by reducing time spent at the admissions desk
- Alleviate delays associated with missing or incomplete patient documentation
- Enhance patient information sharing between scheduling clerks and physicians
- Better support test and treatment coordination with multiple providers

## Connect with your Patients and Provide a Caring, Personalized Scheduling Experience

Enhanced patient satisfaction is a direct effect of delivering the right follow-up to the right patient at the right time with a targeted and stratified communication approach

### YOUR BUSINESS CHALLENGE

Consumers have high expectations when it comes to service—and scheduling an appointment is no exception. As hospitals expand outpatient services, the need to coordinate tests and treatments from multiple providers in varied locations makes scheduling an even bigger challenge. Relying on manual processes and paper-based communication inhibits information sharing among clinical staff. Long hold times and cumbersome processes undermine your credibility and frustrate the people you need to satisfy most—your patients.

### WHAT WE OFFER

Conifer Appointment Management provides your patients with a friendly, efficient scheduling service, while delivering physician office staff the support they need. Expert scheduling advisors, including multilingual speakers, are kept current with ongoing training that strengthens their healthcare knowledge and customer service skills. Our rigorous quality assurance programs make every call a positive experience for your patients. As a recognized industry leader in patient scheduling, Conifer Health provides comprehensive inbound and outbound scheduling coverage, with uncompromising accuracy.

Conifer Health helps organizations transition from volume to value-based care, enhance the patient experience and improve quality, cost and access to healthcare.

## **CONIFER** HEALTH SOLUTIONS®

**Hospitals & Health Systems**  
ConiferHealth.com/Hospitals

**Physician Groups**  
ConiferHealth.com/Physicians

**Employers**  
ConiferHealth.com/Employers

Our scheduling services are seamless to your patients. Conifer Appointment Management services access your existing scheduling system, allowing for real-time patient scheduling, appointment cancellations and pre-registrations so you always have a reliable and up-to-date calendar. Based on the preference of support selected, you have the option of utilizing live or automated (IVR or Interactive Voice Response) patient reminder calls. We provide:

- Turnkey appointment scheduling focused on meeting patient and provider demand for convenient appointment scheduling
- Improved efficiency with patient reminders that include prep instructions, directions and patient liability estimates
- Extended morning and evening coverage to capture additional off-hour appointments and unblock available appointment times due to cancellations
- Seamless integration with your scheduling system

### **HOW WE'RE DIFFERENT**

#### **In-depth knowledge and unmatched experience**

More than 30 years of healthcare focused marketing and contact center experience make Conifer Health one of the nation's foremost providers of scheduling services. We understand the issues you face and the importance of building positive patient relationships.

#### **Highly trained patient advisors, inclusive of multilingual speakers**

Our expert scheduling advisors, including multilingual speakers, receive ongoing phone, web and live training to strengthen their healthcare knowledge and customer service skills. Our expert staff and rigorous quality assurance programs work to make every call a positive experience.

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