



Doc-Calling

**Visual Scheduling
&
Interactive Automated
Appointment Reminder
System**

Innovative Automation

Doc-Calling System Provides Competitive Edge

Today, practices face changing business environments that reward only those who can respond quickly, intelligently and in a timely manner - not just with answers, but with solutions. To maintain the competitive edge, your practice must maintain a balance of service effectiveness and profitability — quickly responding to on-the-spot patient demands, while proactively rescheduling “broken” patient appointments. Achieving this balance requires efficiency in all aspects of the practice: sophisticated resources allocation, patient scheduling, plus much more, while still keeping patient satisfaction in the forefront. Whether your practice sees 20 or 2000 patients per day, there is just not enough time in the day to communicate as effectively as you would like with all of your patients regarding scheduling. The Doc-Calling system can help and benefit every practice by extending your limited human resources. Now, there is a tool to help you communicate with tens, hundreds or thousands of patients a day in a reliable and cost-effective manner

Doc-Calling appointment reminder software allows medical service providers to focus on their patients. Critical information becomes easy-to-manage and instantly accessible, allowing managers to control day-to-day patient scheduling functions via a simple point and click interface. Industry proven, Doc-Calling manages your patient service data to afford you ***greater innovation, improved productivity and increased profitability*** through:

- **Improved patient service.**
- **Optimized resource allocation and utilization.**
- **Point and click visual scheduling.**
- **Completely automated outbound call logging and call monitoring.**
- **Increased revenue generation.**
- **Optimized equipment allocation and utilization.**
- **Improved business decisions based on real time data.**

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How Doc-Calling Can Help Your Practice

- Automate outbound appointment calls.
- Automate patient scheduling.
- Track, analyze and report patient scheduling status (Cancelled, Rescheduled,..)
- Automate scheduling related reporting.
- Help forecast resources requirement based on real time number of patients scheduled.
- Improved patient services.

Innovative Automation's philosophy is to design and build software products using state-of-art technology that meet the needs of end users who use them. The result? Our software products are easy to use even by computer novice. Simply, point and click to *schedule patients; access and monitor outbound calls; predefined and user definable reporting; natural language query builder*, .. It's that simple and easy!!

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Doc-Calling System's Interactive Voice Response (IVR) Overview

The following steps describe how appointment "Outbound" calls are handled by Doc-Calling:

- System reads all scheduled appointments for selected date and displays a list - patient name, phone number, date and time of appointment, physician name, ..
- System starts making outbound calls from the scheduled patient list.

Example Outbound Call Session

- System makes an outbound call and plays:
"ABC Medical Office Calling .."
"Jill De'Ruzo have an appointment with Dr. James Smith at 10 AM Nov. 18.
To Keep this Appointment Press 1.
To Reschedule this Appointment Press 2.
To Cancel this Appointment Press 3.
To Replay the menu choices Press 4.
- The call recipient makes an appropriate selection:
Option 1: Appointment is kept.
Option 2: Appointment is Rescheduled.
Please call 392-9264 during normal business hours 8 AM to 4:30 PM to reschedule.
Option 3: Appointment is Cancelled.
Option 4: The menu choices are replayed.
- System logs in the date and time of each outbound call.
- Appointment database is updated upon completion of each call.
(Call Status: Completed, No-Answer)

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Completely Automated Computer Telephony Interface (CTI) with Interactive Voice Response (IVR)

Doc-Calling incorporates a state-of-art interactive voice response (IVR) system allowing automatic call logging and real time call monitoring.

- User configurable phone lines.
- User customizable - recordable message and prompts.
- Scalable design and architecture - 2, 4 and 8 analog phone lines.
- Data File Import.

Automated Patient Reminder Setup Information

Physician's Calling Setup | Data File Import Setup | Telephone Line Setup

Physician Available	Physician Selected	Make Calls	
Dr. Harrelson Dr. Larsen Dr. Quincy Dr. Robertson Dr. Seier Dr. Sullivan Dr. Tully	Dr. Borders Dr. Marsh Dr. Skofield Dr. Wilson	<input checked="" type="radio"/> Day Before <input type="radio"/> 2 Days Before <input type="radio"/> 3 Days Before <input type="radio"/> 4 Days Before <input type="radio"/> 5 Days Before	
<input type="button" value="Select All Physicians"/> <input type="button" value="Process Physicians"/>		Time To Call <input type="radio"/> 5 PM <input type="radio"/> 7 PM <input type="radio"/> 6 PM <input type="radio"/> 8 PM	
Table			
Physician-ID	Physician Name	Day Before Call	Time to Call
00098001	Dr. Borders	1	6 PM
00098002	Dr. Harrelson	1	5 PM
00098003	Dr. Larsen	1	5 PM
00098004	Dr. Marsh	1	7 PM
00098005	Dr. Quincy	1	6 PM
00098006	Dr. Robertson	1	5 PM
00098007	Dr. Seier	1	7 PM
00098008	Dr. Skofield	1	7 PM
00098009	Dr. Sullivan	1	5 PM
00098010	Dr. Tully	1	6 PM



Report Selection

Physician Available	Physician Selected	Options
Dr. Borders Dr. Harrelson Dr. Larsen Dr. Marsh Dr. Robertson Dr. Skofield Dr. Tully Dr. Wilson	Dr. Quincy Dr. Seier Dr. Sullivan	From: 02/10/99 To: 02/10/99 <input checked="" type="checkbox"/> Physician Call Setup <input checked="" type="checkbox"/> Appointment Calls <input checked="" type="checkbox"/> Daily Appointment Schedule
<input type="button" value="Select All Physicians"/>		<input type="button" value="Process Reports"/> <input type="button" value="Exit"/>

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Completely Automated Computer Telephony Interface (CTI) with Interactive Voice Response (IVR)

Doc-Calling incorporates a state-of-art interactive voice response (IVR) system allowing automatic call logging and real time call monitoring.

Automated Appointment Reminder System

Appt. Scheduler | Call Ctrl. Line 1 | Call Ctrl. Line 2 | Call Ctrl. Line 3 | Call Ctrl. Line 4 | Call Log | Setup | Report | Help | EXIT

Appointment Reminders Information Log

Physician ID: 00098001 | Physician Name: Dr. Borders | Date of Call: 11/03/98

Phone No. Lists of Patients for Appointment Reminder						
Dial Phone No.	Patient's Name	Patient ID	Call Time	Call Status	Appointment Status	
555-4461	Goetzinger, Tom	981028006	09:48 PM	Completed	Confirmed	
555-5553	Lawrence, Mary	981028008	09:48 PM	Completed	On Schedule	
*						

Sort | Report | Exit

Appointment Reminder Information View - @Line 1

Date of Call: 02/09/99 | Get Appointment | Dial to Patient | Auto Dial | Time Start: 4:30 PM | Time Stop: 9:30 PM

Phone No. Lists of Patients for Appointment Reminder									
Dial Phone	Patient's Name	Patient ID	Call Time	Call Status	Appointment Status	Physician's Name	Physician ID	Appt. Date	Appt. Time
555-9283	James Coulter	981028002	05:00 PM	Waiting	On Schedule	Dr. Borders	00098001	2/10/99	8:30:00 AM
*									

Sort | Delete | Report | Waiting to Dial | Exit



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Doc-Calling: Patient Scheduler

Managing and scheduling patient appointments can be challenging. Doc-Calling's graphical scheduling board allows office managers to instantly view and modify patient's schedules and monitor scheduling status (cancelled, rescheduled, ..), via a real-time, color-coded, drag and drop system.

- Simplify patient scheduling with graphical scheduler.
- Plan physician's calls and service schedules.
- Drag and drop calls between physicians.
- Modify call duration, reassign resources.
- View physicians's schedule by day, week or month.

The screenshot shows a software window titled "Physician's Appointments Scheduler". At the top, there are menu options: "Tables", "Cleanup", "Report", "Help", and "Exit". Below the menu, there are three main sections: "Timeline Display" with radio buttons for 1H, 2H, 3H, 4H, 5H, 6H, 7H, and 8H; "Appointment Available" with buttons for "Now", "Tomorrow", "Next Week", and "Next Avail"; and "Appointment Display" with buttons for "Patient", "Phone", "Reason", and "No Text".

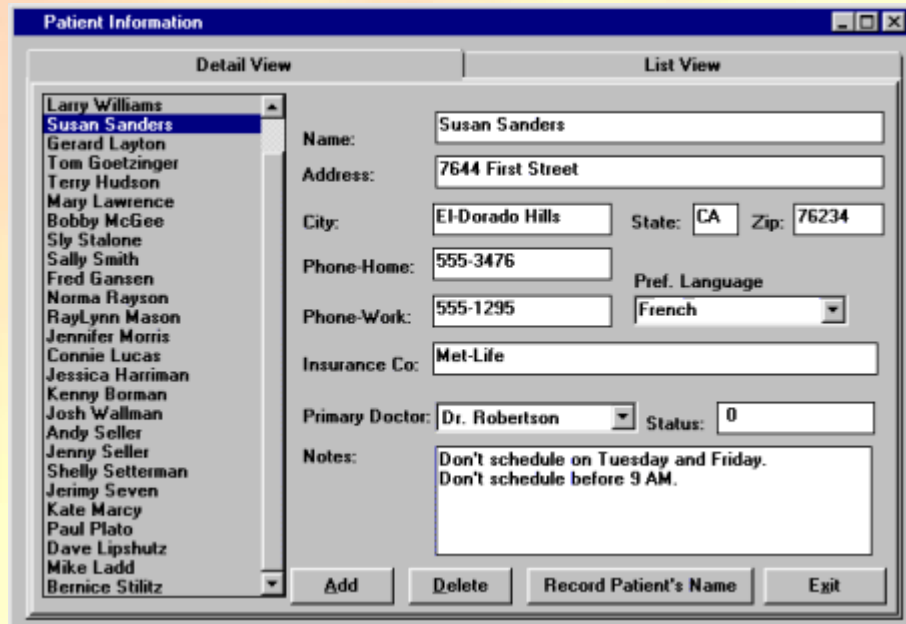
On the right side, there are input fields for "Patient: Kate Marcy", "Apt. Time: 8:00 AM", "Doctor: Dr. Borders", "Phone (H): 555-6755", "Reason for Visit: Prenatal checkup", and "Phone (W): 555-3500".

Below these sections is a table with columns for "Date/Time", "Status", and "Visit Reason". The first row shows "09/24/98 10:00", "ReSchedule", and "Prenatal Checkup".


The main part of the interface is a scheduling grid for "Tue Sep 29, '98". The grid has columns for time slots: 8AM, 9AM, 10AM, 11AM, 12PM, 1PM, and 2PM. The rows list various doctors, and colored blocks represent appointments for each doctor at specific times. For example, Dr. Borders has appointments for Kate Marcy (8-9AM), Tom Goetzinger (11-12PM), and William Clinton (2-3PM). Other doctors listed include Dr. Harrelson, Dr. Larsen, Dr. Marsh, Dr. Quincy, Dr. Robertson, Dr. Seier, Dr. Skofield, Dr. Sullivan, Dr. Tully, and Dr. Wilson.

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Doc-Calling: Patient & Physician Info.



The screenshot shows a software window titled "Patient Information" with two tabs: "Detail View" and "List View". The "List View" tab is active, displaying a list of names on the left and a form for editing patient details on the right. The list includes names like Larry Williams, Susan Sanders (highlighted), Gerard Layton, Tom Goetzinger, Terry Hudson, Mary Lawrence, Bobby McGee, Sly Stalone, Sally Smith, Fred Gansen, Norma Rayson, RayLynn Mason, Jennifer Morris, Connie Lucas, Jessica Harriman, Kenny Borman, Josh Wallman, Andy Sellar, Jenny Sellar, Shelly Setterman, Jeremy Seven, Kate Marcy, Paul Plato, Dave Lipshutz, Mike Ladd, and Bernice Stilitz. The form fields are: Name: Susan Sanders; Address: 7644 First Street; City: El-Dorado Hills; State: CA; Zip: 76234; Phone-Home: 555-3476; Phone-Work: 555-1295; Pref. Language: French; Insurance Co: Met-Life; Primary Doctor: Dr. Robertson; Status: 0; Notes: Don't schedule on Tuesday and Friday. Don't schedule before 9 AM. Buttons at the bottom include Add, Delete, Record Patient's Name, and Exit.



The screenshot shows a software window titled "Physician's Information" with two tabs: "Detail View" and "List View". The "List View" tab is active, displaying a list of names on the left and a form for editing physician details on the right. The list includes names like Dr. Borders, Dr. Harrelson, Dr. Larsen (highlighted), Dr. Marsh, Dr. Quincy, Dr. Robertson, Dr. Seier, Dr. Skofield, Dr. Sullivan, Dr. Tully, and Dr. Wilson. The form fields are: Doctor's Name: Dr. Larsen; Phone - Office: 555-3192; Phone - Home: 555-1113; Agency ID: SAC-S-001; Clinic ID: GEN-S-005; Facility ID: FAC-S-009. A button labeled "Record Physician's Name" is positioned above the bottom navigation buttons: Add, Delete, and Exit.

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Doc-Calling Innovative System Design

Doc-Calling's open, client/server architecture and intuitive graphical user interface contains the scalability, integration and rich application functionality required by today's demanding and busy small to midsize medical service practices.

Doc-Calling's intuitive graphical screens and icons make it easy to navigate the system and respond quickly to customers demands, with a minimum of mouse clicks. In addition, system administration of Doc-Calling is easy and flexible, and can be adapted and customized to a practice's specific work challenges.

Doc-Calling is a comprehensive package incorporating single site and multiple sites installation, on-line help, computer-aided-training (CAT), complete documentation, customized onsite training classes, professional consulting services and technical support.

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Powered By Industry Standard Technology

Database:

Microsoft Access97
Microsoft SQL Server 6.5+

Operating System:

Windows 95/98 and NT 4.0+
(desktop client)
Windows CE 2.0+
(handheld/palmtop client).

LAN Support:

Windows NT Server 4.5+
Novell NetWare 4.11+.

Reporting:

Seagate Crystal Reports 6/7

CTI Interface:

Dialogic 2, 4 and 8 CTI cards,
standard analog lines.





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