

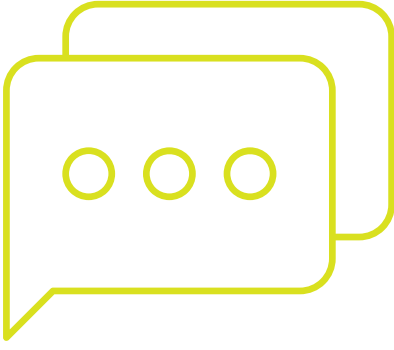
Proactive Outreach for Patient Retention and Revenue Recovery

Patients today expect timely, digital communication, and it's critical for healthcare organizations to keep up. Proactive outreach reduces no-shows, reactivates patients, and accelerates payments – filling schedules and increasing revenue.



What is Proactive Patient Communication?

Proactive, automated outreach increases revenue by reducing no-shows, re-engaging patients for care continuation, and improving payment collection. Multi-channel communication – text, email, and voice – ensures patients receive appointment confirmations, recall messages to stay on track with care, and billing reminders, **keeping schedules full and payments on time** without adding extra work for staff.



Patients Expect Timely, Digital Outreach

97%

Of patients strongly prefer text reminders over other methods for appointment notifications.

Source: US Bank, 2023

+22%

Of patients who missed appointments rebooked after receiving automated reminders.

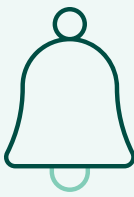
Source: NCBI, 2024

44%

Of patients pay medical bills faster when they receive digital notifications about billing.

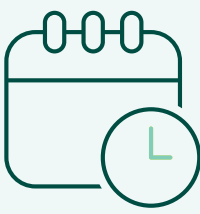
Source: AJO, 2024

How can proactive patient communication help your organization?



Reduce No-Shows & Keep Schedules Full

Missed appointments result in lost revenue and wasted provider time. Automated reminders and confirmations help patients show up, reducing no-shows and keeping schedules full.



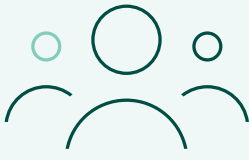
Bring Back Patients Who Miss Appointments

Missed visits delay care and hurt revenue. Automated recall messages help no-show patients reschedule, keeping them on track and providers productive.



Make it Easier for Patients to Pay

Late payments slow cash flow. Automated billing reminders via text and email to notify patients when payments are due, making it easier to pay on time.



Lower Administrative Costs

Staff spend hours on manual follow-ups. Automation eliminates repetitive tasks, cutting administrative costs, and improving patient access.

Leveraging patient scheduling and engagement solutions help reduce no-shows, re-engage patients, and improve collections through automated, multi-channel communication.

See Dash® in action at Relatient.com.