



# Give your patients a voice

*(and your staff a break)*

VoCall is a scheduling Voice Assistant for medical practices using natural language voice processing technology that allows patients to easily call and manage their appointments over the phone.



Scheduling is complex, but when practice revenues and reputations are at stake, nothing could be more important to solve.

By limiting empty time slots on your customers schedules, VoCall provides true cost savings, business continuity, and immediate support for unexpected staff shortages. This means you can deliver a better experience for your multi-tasking scheduling staff, busy physicians, and patients who rely on them.

Save your staff from listening to hundreds of voicemails a day by fully automating the rescheduling process. VoCall can handle all of your patient scheduling calls, so your employees are free to focus on the areas that add value.

## 4 to 6 minutes

The average time it takes for a scheduler to confirm, change, or cancel an appointment.

To learn more about how VoCall can make scheduling easier, visit [www.getvocal.com](http://www.getvocal.com)



## Meet Amie, your new Scheduling Voice Assistant.

Amie is just like hiring another scheduler – one that only handles scheduling, and is always available. Patients call into your medical practice at their convenience at any time of day and are greeted by Amie who helps them either confirm an appointment, cancel or re-schedule an existing appointment.

Professional and friendly, Amie uses cutting-edge machine learning and natural language voice processing technologies to automatically manage your patient's information and scheduling needs.

## Automatically sync with Allscripts Practice Management.

Amie guides your patient through their appointment scheduling desires, and then VoCall automatically integrates with Allscripts Practice Management to seamlessly match their appointment preference with the physician's availability.

VoCall updates the information in Allscripts Practice Management, and then sends a confirmation email or text to the patient with pre-appointment instructions.

## VoCall is Allscripts Ready.

VoCall was designed by people who truly understand the challenges of patient scheduling, as well as the technologies that medical practices rely on to operate smoothly. VoCall is the only Scheduling Voice Assistant fully integrated and certified with Allscripts Practice Management and EHR software, meeting all HIPAA and GDPR requirements.

VoCall will expertly guide your practice from Allscripts integration to implementation and ongoing day-to-day management.



# 60% of all scheduling calls are to confirm, change, or cancel

Simple scheduling updates often erode the customer experience – and cost practices time and money.



# Why VoCall

65% of all patients prefer voice to schedule appointments

Despite the fact that patients are going online to find, evaluate, and decide on a provider.

## Improve the patient experience

- No waiting on hold
- No playing phone tag to schedule appointments
- 24/7 access to confirm, change, or cancel appointments
- No need to learn a new system or be computer savvy

## Increase efficiency of the practice

- Reduce call volume, freeing up staff to do more other more productive work
- Reduce the number of no-shows and increase bookings
- Improve morale among the team
- Provide real-time metrics on call volume and outcomes
- Increase profitability (increase revenue, improved operational efficiency)

VoCall is the only scheduling voice assistant that seamlessly integrates with the Allscripts PM system to automate the complete patient scheduling workflow. VoCall has been fully certified with an exclusive Allscripts integration, rigorously tested, and fully approved by the Allscripts Development team.

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