



## SMS for the NHS & Private Health Sector

Text messaging is a key communications tool. With over 85% of the UK population carrying a mobile phone, there is no simpler way to keep updated, keep in touch and keep ahead. At Avanquest we have worked closely with a number of organisations in the Health Sector to add this powerful and yet cost-effective messaging medium to their IT systems. Some of the ideas that have been implemented are detailed below, but the possibilities are endless.

### Features:

- Create, send and receive SMS messages from within ANY email client
- No training required
- One off system cost
- No need for new hardware (server consolidation with shared resources)
- Increase the efficiency of staff, deployment of resources and improve patient handling
- Reduce the costs associated with missed appointments

### Appointment Management

Missed appointments are a huge problem in the health sector. Millions of people every year just don't turn up when expected - an official report by MORI puts the figure at over five million. These 'Did Not Attend' (DNAs) are not only very expensive and a drain on already tight budgets, but can also cause great inefficiency and lead to poor service.

By simply integrating a text messaging system with the existing appointment application, every organisation, from the local surgery to the county hospital, could save thousands of wasted pounds and hours.

### Integration with electronic appointment systems

Our SMS solutions integrate with almost all existing applications and we can also custom-build a system or supply an API if required.

SMS messages can be sent from familiar email client software, automatically scheduled and sent via contact database software, or simply sent using the included user-interface.

The benefits of setting up automated, scheduled reminders are plainly obvious and this is very simple to do. Patients can even reply via SMS and the message is delivered to the correct recipient's email or Text Message Server inbox.

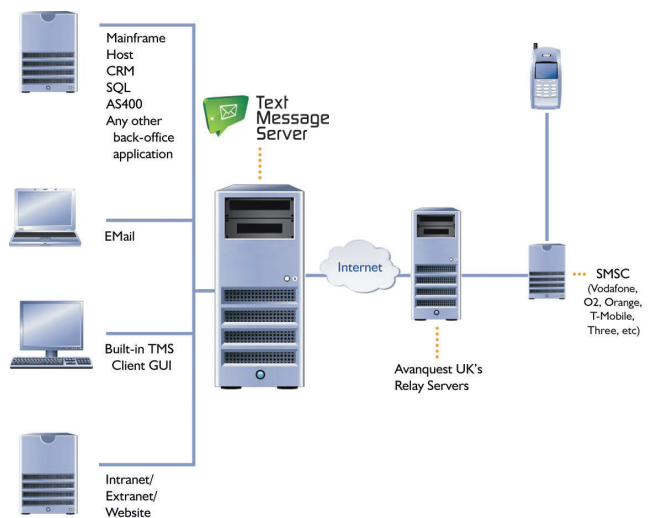
### Stay in contact with Staff

SMS messages are the quickest way to keep in contact with non office-bound staff; GPs, Nurses and Midwives, Bank Staff, Porters, Ambulance Crew and so on, can all be contacted discretely, without the need to 'leave a message' or wait for a call-back.

### Patient Services

SMS solutions can be used for patient services such as:

- Automated text message information systems
- Patient transport booking/confirmation
- Messages to friends and relations of hospitalised patients
- Prescription ready for collection notifications
- Medication reminders



### About Avanquest ProcessFlows:

A leading provider of software solutions that automate business processes and improve communications.

We offer expert advice, provide system integration, installation and training with a first class support structure and customer care programme.



For further information please contact Avanquest Sales on 01962 835053 or email [sales@processflows.co.uk](mailto:sales@processflows.co.uk)