eTXT

BUSINESS MESSAGING MADE EASY

SMS FOR HEALTHCARE

SMS can help your practice save time and money while delivering better patient outcomes.

In an industry with such high costs, healthcare is a perfect candidate for the efficiency gains and customer service improvements offered by SMS communication.

Appointment reminders

- Allow patients to confirm, cancel or reschedule appointments quickly, reducing the number of empty appointments
- Reduce lost revenue from failure-to-attend incidents and increase practice efficiency
- Results in better patient attendance which means better health outcomes

Medication reminders for superior patient care

- Medication reminders are a simple, automated method to remind patients to take vital medications or complete a self-administered test
- Messages can be scheduled for repeat delivery at pre-determined times
- Delivery verification gives medical practitioners peace of mind

Staff rostering

- SMS is an ideal tool for scheduling staff rosters and filling absentee shifts
- Simply SMS staff members the shift details and they reply 'Y' to confirm attendance
- Reduce time spent finding available staff and cut agency fees by filling shifts with internal staff
- Ideal for managing last-minute changes or emergencies

Patient notifications

- Provide personalised notifications
- Quick, direct and efficient communication to patients
- Reduce the number of phone calls required to notify patients
- Proactively notify patients when their results are ready to collect

Promotion of other services within the practice

- Great way to fill up appointments during the relevant season. For example, remind your patients to have regular skin checks before or after summer, or offer flu shots just before flu season
- Low cost marketing campaigns
- SMS messages are opened and acted upon in greater rates than any other method

Better patient follow-up and outcomes

- Easy communication to follow up with patients to remind them to make additional appointments
- Improve patient follow-up rate, which increases patient satisfaction and health outcomes
- Improve patient relationships and loyalty
- Recalls to remind patients of recurring appointments

eTXT benefits.

On time delivery

Best-in-class gateway with 99.99% uptime

Scalable messaging

A technology platform built to grow with your business

Local support

Our dedicated team is ready to take your call