

Xecan's Smart Texting Improves Operational Workflow

"No show" or "missed appointment" patients disrupt your operations, and cost you money. The Xecan smart SMS texting solution automatically checks your schedule, and sends automated text message appointment reminders to improve your clinic's workflow.



SMS texting becomes the new channel for patient care. Unlike emails or phone calls, over 90% of all text messages are viewed within three minutes. It makes patient communication easier and more effective by avoiding long phone conversations.

The Xecan smart SMS texting is integrated with the hospital's EMR system. It provides clinics with the following texting functions to improve patient care and workflow:

- 1) A local phone number for patients to send SMS text messages.
- 2) When patient appointments are due to begin next day, Xecan sends an SMS text-message to remind them.
- 3) If the patient has more than two appointments the next day, Xecan sends an SMS text message to remind them of the additional appointments.

Patients' text messages can be automatically forwarded to a clinic staff's email box.



No clinic staff member needs to be involved. No hardware or software is required for patients and family members to enjoy this service.

The Xecan smart texting functions can be deployed alone or as part of Xecan's Smart Suite.