

Webley MD Reminders

Webley MD Reminders lets your practice send personalized voice and e-mail messages to your patients in just minutes. With the best message deliverability rates in the industry, Webley MD improves patient-provider communications, increases revenues and improves office efficiency through technology. Webley MD can dramatically decrease your no show rates.

Features and Highlights

Send large volumes of messages quickly

Webley MD uses patented technology that supports multi-modal (voice, e-mail) messaging campaigns. With virtually unlimited telephony capacity, our technology routinely delivers millions of voice messages per day through multiple secure facilities. With our ability to reach every scheduled patient today in a matter of minutes, your practice can easily contact patients with last minute messages. All outgoing messages are fully HIPAA compliant.

Best message deliverability rates in the industry

We make sure your patients get your messages. Providing patients the option to choose how they'd like to be contacted (by phone, e-mail) improves message deliverability rates. Interactive, two-way messages allow the patient to respond in multiple ways, including appointment confirmation.

Multiple applications

Let us relieve your front office staff by automating your routine messages. Choose from our library of scripts and languages. Webley MD can reach your patients to remind them of upcoming appointments, alert them of outstanding account balances, recommend health screenings and vaccinations, and deliver lab test results. Messages can be personalized with the recipient's name, date, time, etc.

Superior answering machine detection

Webley MD's highly accurate (98% accuracy, the highest in the industry) answering machine detection means that there will be virtually no hang-ups on a live person.

Easy-to-use interface

Webley MD Reminders offers an easy to use web-based interface to create and manage messaging campaigns. Upload your contact lists with a single click of the mouse.

Helpful reports

Summary and detailed reports are available for each campaign. The reports can contain details on reminder attempts, contacts reached, messages delivered, and bad phone numbers. Summary and detailed reports are available.

Integration with existing systems

Webley MD Reminders enables you to leverage your current infrastructure by interfacing with your Practice Management System. There is no software or equipment to purchase. After set up, messaging campaigns run with little effort on the part of the practice.

Highly reliable

Our hosted service is monitored 24/7 with backup and disaster recovery services.

Support from your Practice Advisor

Your Practice Advisor is there to ensure a seamless transition by offering staff training and ongoing support.

Key Features

Multi-modal messaging

- Send e-mail messages
- Send voice messages
- HIPAA compliant messages
- Choose from wide variety of patient messages
- Captures recipient response to voice and e-mail reminders

Message personalization and flexibility

- Personalize messages with name, date, time, etc.
- 98% success rate in answering machine detection
- Multiple messages available in the scripts library
- Patient opt out available
- Optional right party verification

Easy to use, Web interface

- Upload contacts
- Input contacts

Comprehensive results reporting

- Detailed, easy to read reports
- Summary, easy to read campaign reports

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