

# CheckinAsyst® Communication Hub



## Appointment Reminders

*Automated & Actionable to Lower No-shows*

CheckinAsyst provides appointment reminders that are automated and actionable to help your practice reduce no-show rates and potential revenue loss. Replace manual, one-way reminders with our actionable email and SMS reminders to engage patients and improve responses.



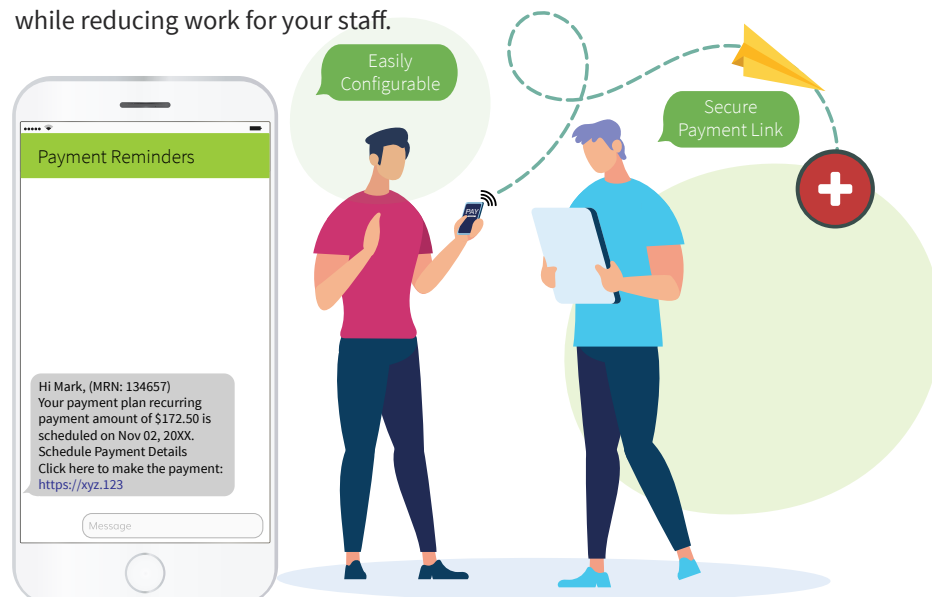
1. Choice of channels including **SMS, email, and voice**
2. **Set it and forget it** – Automated reminders for varying intervals and frequency
3. Ability for patients to **confirm, request to cancel, and reschedule** appointments
4. Trigger appointment **reminders on-demand** at any time
5. **Custom reminders** to include appointment-specific instructions
6. **Alerts on the Dashboard** for patient responses via reminders
7. **Automated posting** of patient responses to the EHR/PM system

## Payment Reminders

*Automated & Personalized to Boost Collections*

1. Custom **email & SMS** payment reminders with a **secure payment link**
2. **Automated reminders** set at different intervals and frequency
3. Ability to trigger payment **reminders at any time**
4. Easy, instant payment channel for patients – **no app, no password**
5. Multiple **digital payment options** – debit/credit card
6. Flexibility to opt-in for **payment plans**
7. **Automated posting** of payment collections to the EHR/PM system\*
8. Ability to **send payment receipts** via email or SMS

Build an effective strategy using CheckinAsyst's automated patient payment reminders to nudge your patients to pay on time. Allow your patients to pay via an easy and secure channel to minimize bad debts while reducing work for your staff.



## Broadcast Messaging

### For Easy & Faster Patient Outreach

With CheckinAsyst's broadcast messaging, you can send targeted patient communication to a large audience in the shortest time. Use our flexible broadcasts to communicate information for everything from office hours, health campaigns, to promoting new services.



1. Choice of channels including **SMS, email or both**
2. **Targeted messaging** based on location, provider, & appointment type
3. Ability to send broadcast by **uploading a patient list**
4. **Preview** option to view the broadcast before sending it
5. **Custom messaging** for office closure due to weather, provider unavailability, & more
6. Patient outreach to **set up health campaigns** based on past medical visits
7. **Promote** new services, upcoming vaccination drives & more

## Secure Chat

### Patient Communication Made Secure & Easy

1. Choice of channels including **SMS, email or both**
2. Either the **patient or the staff** could start the conversation
3. **Website widget** for patients to initiate the chat - no app, no password
4. Available for patients **with or without appointments**
5. Share and receive **rich files**
6. Use **pre-defined chat workflows** during off-hours
7. **Automated posting** of patient conversations and documents to the PM system\*
8. **Real-time alerts** on the Dashboard for new, incoming patient messages
9. Ability to **download chat conversations** easily

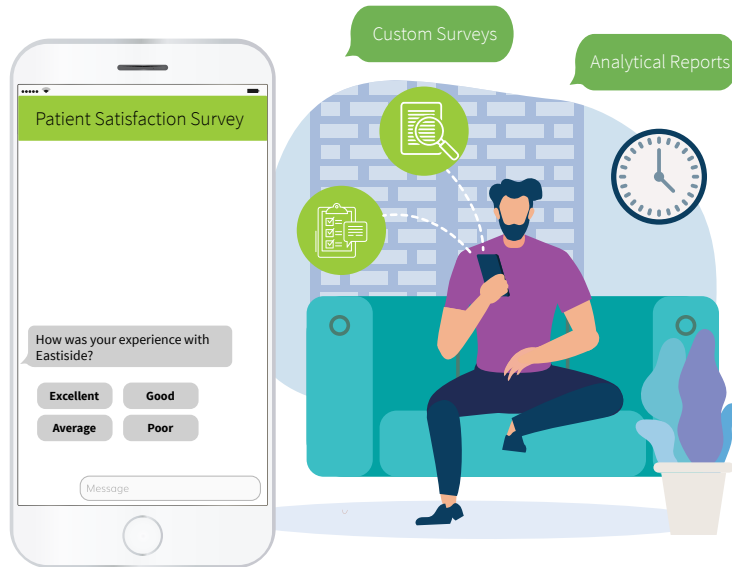
CheckinAsyst's HIPAA-compliant secure chat offers a communication channel that is convenient for your patients and staff. It allows two-way messaging, providing easy accessibility while eliminating frustrating phone tag and call volumes.



## Patient Survey

### Flexible Way to Capture Patient Feedback

Set up automated, custom patient surveys with CheckinAsyst to gather feedback and critical insights for improvement programs. Our flexible solution allows you to build surveys specific to location or provider for quantifying patient experience and managing practice reputation.



1. Flexibility to choose **standard** templates **or create custom** surveys
2. Suited for both **anonymous and identifiable** surveys
3. Create surveys based on **location, provider, or other parameters**
4. Option to send **program-specific surveys** like CAHPS & more
5. **Automated surveys** set to varying intervals and frequency
6. Option to **include different question types** – multiple choice, specific, star rating & more
7. Link surveys to **Google Reviews** for better reputation management
8. Detailed **survey reports** to view patient responses

Ready to leverage modern tools for patient communication?

### About HealthAsyst

HealthAsyst has been providing innovative solutions to the global healthcare industry since 1999. It is a SOC 2 Type II compliant organization that develops solutions to enhance patient experience, care quality, and operational efficiency. CheckinAsyst® is a digital patient intake and communication platform from HealthAsyst.

#### US Office

HealthAsyst LLC  
746 Holcomb Bridge Road  
Norcross, GA – 30071  
P: +1 404 596 8228

#### India Office

HealthAsyst  
147, III Floor, Anjaneya Techno Park  
Old Airport Road, Bangalore 560008  
P: +91 80 4266 7700

marketing@healthasyst.com  
[www.healthasyst.com/checkinasyst](http://www.healthasyst.com/checkinasyst)

