

Bruyère 

Anthony Mar | Cliniconex

Dr. Sharon Johnston | Bruyère FHT / Bruyère Research Institute

AUTOMATED **PATIENT COMMUNICATIONS**

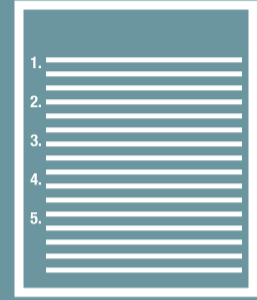




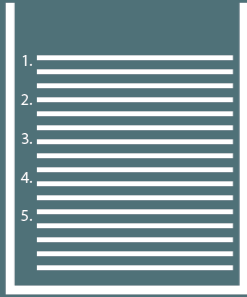
**APPOINTMENT
REMINDERS
& RECALLS**



**PREVENTATIVE
CARE
REMINDERS**



**PATIENT
EXPERIENCE
SURVEYS**



PATIENT
EXPERIENCE
SURVEYS

Low Burden

ROI vs Paper

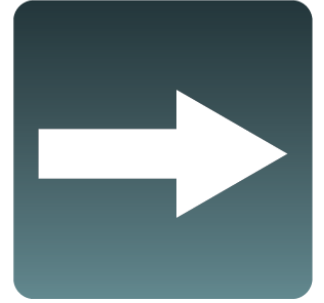
Seamless



EMR
INTEGRATED



HEALTHCARE
FOCUSED



WORKFLOW
OPTIMIZING



TRANSFORMATION

Mid-point results

Phone: 30%

Email: 60%

Patient Communications Pilot

Voice and Email

3,300 invitations sent

1,100 surveys completed

AFTHO Pilot: Lessons Learned

Implementation time

Patient marketing

Data perspectives



TRANSFORMATION

ROI Analysis

vs. 20 question mailed survey

Phone: 65% more expensive

Email: 75% less expensive

THANK YOU



www.cliniconex.com

Anthony Mar | CEO Cliniconex anthony@cliniconex.com

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