

Be More Efficient.
See More Patients.
Earn More Revenue.

cliconex



By **automating** front office tasks, a clinic saves time and becomes more efficient. When this time is allocated to non-patient related work done by healthcare providers, more time is made available for patients or for seeing more patients. By seeing more patients, a clinic can bill more and earn more revenue.



Appointment Communications Cycle

1. Notify your patient of a new booking
2. Remind a few days before with specific instructions
3. Survey the patient after the visit
4. Recall your patient for a follow up

Ad-Hoc Notifications

- Alert patient about an appointment canceled by the clinic
- Remind for preventive care
- Broadcast messages in bulk

A crucial front office task is the running the **Appointment Communications Cycle**, which ensures patients arrive on-time and prepared for their appointment, gathers consistent patient feedback, and brings patients back for regular follow-ups. The full cycle for an appointment includes a booking notification, an appointment reminder, a post-visit survey and a patient recall. Clinics decide how much of the cycle to use for each appointment and provider.

Only Cliniconex delivers the **patient-specific, set & forget and easy to learn** patient communications that maximizes front office staff efficiency in the appointment communications cycle.

In addition, Cliniconex also provides notifications such as day cancellations, preventive care notices, and broadcast messaging.

Booking Notifications

Schedule a patient's referral to your clinic and Cliniconex will automatically notify them by email, text or voice, eliminating staff/patient phone tag. Flexible and customizable special instructions are provided in the messaging, and you will receive real-time tracking of their responses.

Post-visit Surveys

After the appointment, a survey is triggered to a random sample of patients on their visit experience to. It's the most efficient way to collect data to improve your service quality and also meet government quality regulations. Voice and online survey modes fully replaces a waiting room paper survey.

Cancellation Alerts

Inevitably a batch of a provider's appointments will need to be cancelled, due to illness, weather, or another schedule impacting change. Simply set a code in the appointments that need to be cancelled and Cliniconex will send out a customized message to patients to call in to reschedule.

Broadcast Notifications

Alert your patients of a clinic closure, a change in office address, a flu shot clinic, or a program change. Send a customized message efficiently and effectively and receive real-time tracking of their responses. Simply export a contact list and process it with the Cliniconex desktop app.

For walk-in clinics where broadcasting wait times is crucial for attracting patient traffic or is, more simply, important information that patients need to conveniently access, the Cliniconex wait time on the web solution automatically estimates the wait for the next arriving patient and updates your website.

About Cliniconex

Cliniconex is the fastest growing patient communications vendor in Canada, improving productivity for front office staff, healthcare providers and increasing clinic revenues. Patient-specific, set & forget, easy to learn appointment reminders, booking notifications, patient recalls, post-visit surveys, appointment cancellation alerts, and walk-in clinic live estimates on the web are integrated with the leading EMRs and practice management systems in Canada. Additionally, patient-specific broadcast notifications such as preventive care or address changes enhance patient engagement. Established in 2009 and based in Ottawa, Ontario, Cliniconex serves thousands of healthcare providers across Canada in medical and dental offices, and is a member of the L-Spark enterprise SaaS accelerator, which is backed by Wesley Clover, an international investment management company, also based in Ottawa.

Appointment Reminders

Closer to the appointment date, a reminder is triggered automatically, working effortlessly in the background to your exacting workflow specification. Flexible and customizable special instructions help patients arrive fully prepared and on time for their appointments and responses are updated directly in the EMR scheduler.

Patient Recalls

Proactively contact your patients at set intervals ensuring that those who need to come back to the clinic are reminded to book their return appointment.

Preventive Care

Achieve your preventive care targets and maintain a high level of health for your patients. Cliniconex reminders can be set up to notify patients of important visits to your office for things like flu clinics or cancer screening.



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