



CloudRx

Efficiency Through Automation

Optimizing the Healthcare Experience

Healthcare providers are increasingly faced with challenges that include budget reductions, increased transaction costs, and growing patient balances. One of the most powerful ways to address these challenges is to communicate with patients as efficiently and cost-effectively as possible. Voicemed's CloudRx can help you do just that by providing a full suite of automated notification services and call center technology all in a single hosted cloud environment.

Keeping the patient in touch and informed along the way has been shown to reduce bad debt and create a positive patient experience. Voicemed's CloudRx exchanges data with your PMS in order to send out automated notifications while keeping your PMS up to date.

CloudRx Efficiency Tools: Your Prescription for Success

Checkin – Automated appointment reminders and confirmation calls save time and money, while also greatly reducing missed appointments and no shows. Quickly and easily customize appointment reminder templates that can engage a patient at predetermined schedules. Send patients important information regarding their appointment such as required documentation and expected out-of-pocket costs.

RapidCall – Quickly broadcast important messages to a large group. Does your staff struggle to get urgent information to patients regarding clinic closures, cancellations, and other important matters? RapidCall will allow you to get that information out to your patients, quickly and effectively. These calls can be initiated from any location through a web browser and will rapidly deploy hundreds of phone lines simultaneously to quickly disseminate the information.

NoHold – Eliminate hold times, save patient frustration. Never worry about a patient being left waiting for the next available agent. With CloudRx's advanced ACD system the patient can hang up from the call and still maintain their place in queue. Once an agent is available the system will automatically call the patient back.

EZ-Set – Easy-to-use graphical user interface. Reduce the demand on your IT department with EZ-Set. Your IT departments is already extremely busy, with EZ-Set, outbound campaigns can be set up automatically at predetermined times. In addition, the simple GUI requires no programming knowledge while changes can be made securely and instantly from any location with an internet connection.

BillPay – Schedule bill reminders and provide self-pay options. Allow patients to pay their bill over the phone or online web portal with CloudRx virtual assistant. The sophisticated IVR can access account balances from an PMS system, display or read them back to the patient using text to speech, and allow them make payments instantly, while receiving payment confirmation.

AgentPop – Automatically interface with your PMS system. Save time and give a better experience when patients call in on CloudRx. AgentPop utilizes the inbound caller ID information and matches it with the PMS to instantly pop patient account information when the agent answers the call.

SurveyMe – Get timely feedback on patient satisfaction. Getting timely feedback from your patients can help ensure a high quality experience. The virtual assistant can present a quick and easy survey to the patient, gathering feedback regarding their interactions. The results can be automatically sent out in a report to a predetermined group of managers.

BeCreative – Additional customizable tools. There are many other applications that can save your employees time and save the hospital money. The CloudRx Staff will work with you to come up with additional applications and solutions specific to your facility needs. Other applications might include:

- Appointment Reminders
- Balance Due Reminders
- Medical Eligibility Services
- Pre-Registration Notifications
- Self-Pay Collections
- Estimated Cost Notifications
- Charity Determinations
- Prescription Refills
- Small Balance Notifications
- Copy of Statement Requests
- Special Discount Campaigns
- Satisfaction Surveys
- Insurance Denial Notifications
- Lab Test Result Notifications

See Where **CloudRx** Fits In Your Revenue Cycle



Because **CloudRx** is hosted in the cloud, you see immediate benefits:

- No Capital Costs
- Pay as you go Pricing
- No Change to Existing Hardware or Software
- No Long-term Contracts
- Easy to Use
- No Risk

Discover a Better Way to Manage Your Revenue Cycle

For more information call, email, click

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