

# PhoneTree® Pro

PATIENT MESSAGING SYSTEMS



## Reduce Missed Appointments

PhoneTree Pro was developed to meet the unique needs of medical practices and is the easiest to use and most efficient tool for reducing or eliminating patient no-shows. A brief, polite PhoneTree appointment reminder with the option to confirm, cancel or reschedule has been shown to reduce no-show rates fifty to eighty percent. And PhoneTree Pro does the work automatically, without tying up your staff for hours.

## Keep Patients Informed

Use PhoneTree Pro to deliver messages to delinquent accounts. Ask patients to reschedule after weather events or provider conflicts and notify patients when you are offering flu shots or immunizations. Recommend repeat screenings or regular check-ups. Your patients will appreciate the reminder and your business will be better able to manage its patient volumes. PhoneTree supports multiple calling sessions, providers, locations and appointment types—delivering unique messages to each patient, automatically.

## Easy Operation

Just click on “Start New Calls”—PhoneTree automatically reads your report from your patient management system and goes to work. You decide when PhoneTree starts and stops calling—even send a different message at night if desired. Messages can be specific to each patient, including appointment time, day, date and even patient’s first and last name. Your patients can respond with a touch-tone, leave a message or transfer to someone in your office. PhoneTree is designed to recognize answering machines and will wait for the beep to deliver your message. Detailed reports of all calling sessions are available on-screen or in printed form to help you track responses.

PhoneTree uses crystal-clear 16-bit digital recordings to deliver your messages—professionally recorded by PCS, or locally by someone on your staff. PhoneTree works with your current patient management system and utilizes the familiar Windows 98/2000 interface. Our USB design is truly a plug and play technology, making installation and operation simple.

## The PhoneTree Difference

PhoneTree’s reputation as a market leader is based on our commitment to providing reliable, easy-to-use solutions for voice messaging needs and consistent, high-quality technical support. PhoneTree Pro is completely turn-key and requires no complicated training on your part. Our friendly and competent professionals will guide you through the easy process of setup and pre-installation, and we take it from there, configuring your PhoneTree based on the unique needs and preferences of your practice. Once your PhoneTree is calling daily, you can count on us for ongoing maintenance and software updates, leaving you free to focus on your patients.

PhoneTree is available in several models that can fit any size practice, clinical group or hospital. Call PCS or your local PhoneTree representative today to learn more about how PhoneTree can help you manage your practice.

Appointment  
Confirmations

Recall Reminders

Delinquent Account  
Notifications

Immunizations

Cancellations

Special Announcements  
and More



24-Hour Demo Line  
800-700-5336

Visit our website  
[www.phonetree.com](http://www.phonetree.com)

## Flexible Configuration

PhoneTree Pro can be configured to support everything from a single doctor practice to large multi-practice/multi-specialty organizations. Pro's design allows settings to vary for each clinic or specialty, all on the same system. Messages delivered by PhoneTree Pro are unique by provider, office location and appointment type. Each office can elect to individualize features such as call transferring, message scripting, nighttime messages, touch-tone responses, using patient names and many other features.

## Calling Capacity

PhoneTree Pro supports from 1 to 32 phone lines—multiple phone lines can be put in at the time of installation, or easily added in the future as your practice grows. Each phone line is capable of reaching up to 60 patients per hour or 600 per day. The number of lines you will need will be determined by your daily call needs and the number of hours available to call.

## Hardware Requirements

PhoneTree Pro requires a Windows 98/2000 compatible PC for operation with at least 1 USB port. Systems include USB call center hardware and custom software supplied on CD. Contact PCS for current PC requirements.



## System Interface

PhoneTree Pro works with the patient management system you are already using. PhoneTree uses your existing patient report as its data source for calling, either through your current office network or using a PCS printer interface connected to your printer.

## Pro/Lab Combinations

PhoneTree Pro may be combined with PhoneTree Lab systems on the same PC. PhoneTree will allow Pro lines to be available as Lab lines once daily call jobs have been completed, increasing your system's overall efficiency and value.

## Additional Applications

Initial purchase price includes system configuration for appointment confirmation with all systems. Each system may be configured to perform multiple applications simultaneously, such as:

- Appointment Confirmation
- Recall Reminders
- Delinquent Account Notification
- Immunization Announcements
- Cancellation Notifications
- Practice Announcements

## Warranties, Service and Support

All PhoneTree Pro products are warranted for one full year on all hardware and software components. PCS offers extended service contracts that insure your PhoneTree system will continue to work, even if your practice management system changes. PhoneTree is designed for remote servicing, allowing PCS to provide same day service on most service issues.

## PhoneTree Pro Features

- Unique messages by provider, procedure, location and practice
- Custom messages professionally recorded by PCS or done locally in your own voice
- Automatically recognizes answering machines and delivers complete message
- Automatically switches between daytime and nighttime messages
- 16-bit digital recording with automatic message smoothing to produce highest quality crystal clear messages
- Pulse and touch-tone compatible
- Makes up to 15 attempts throughout the day to reach those who are not home
- Multi-practice set-up available
- Call transfer option for patient, by practice
- Accepts touch tone responses from patient
- Supports a permanent call blocking list if needed
- User definable start/stop times and call/no call days
- Detailed on-screen and printable reports
- Historical call log provides audit trail
- Multi-lingual via touch-tone selection
- Patient able to repeat message on demand
- Combine family appointments and remove duplicates
- Able to state patient names (name library included)
- Easy to use Windows menu system
- No programming required—compatible with existing practice management hardware and software platforms
- Optional fully automated nighttime data loading and daytime call initiation

Contact