

Outreach Services

Powered by  & **HDMS**

Bring the Patient to You Today with Our Ready to Launch Campaigns!

HDMS Campaigns

- CPAP Reorder
- Compression Stocking Reorder
- Appointment Reminder
- Pickup Reminder
- Patient Balance Reminder
- Preventative Care Reminders
- Recall Notifications

Campaigns that bring efficiency and Patient reorders

- Oxygen Preventative Maintenance
- Time for your Resupply for Enteral
- Time to Reorder your Nebulizer supplies
- Billing Ready CPAP and Diabetic Supply Electronic Order
- Supply reorder for Urological Ostomy, Enteral Nebulizer, etc.
- Request for Documentation Diabetic Over Quantity Logs, Assignment of Benefits, Expiring Script
- CPAP Compliance Reminder
- Accreditation and Certification Measurement information Surveys
- Patient Reminder to Schedule Annual Doctor Visit
- Breast Mastectomy Prosthesis & Bra Re-orders

Pharmacy Campaigns

- Automatic Refills
- Refill Reminders
- Prescription Education
- Balance Reminders
- Food Supplements
- Prescription Pickup Reminders
- Recall Notifications

Campaign Outcomes

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How well does automated outreach work? Here are two typical, real-world calling campaign examples:

DME

While Patient population will vary by DME Provider and demographic make up, here are some actual customer results for a diabetes re-supply order campaign, in this example we're calling 1000 Patients:

Answered By	Percent	Calls
Person	30%	300
Machine	53%	530
Other	17%	170

Result	Percent	Calls
Automated Order	21%	63
CSR Transfer	22%	66
Total Orders	43%	129

Of the 1000 patient calls made in this campaign 12.9%, or 129 of the calls resulted in orders.

Pharmacy ReOrder Prescriptions

This campaign called Patients that were due for their monthly or 90 resupply of prescriptions. The script asked the patient to electronically to refill or transfer to the pharmacy.

Answered By	Percent	Result	Rate
Person	30%	Ordered	32%
		Transferred	20%
Machine	50%		
Other	20%		

With an example of 1000 calls, 300 were answered by a live person and of those 300, 96 chose to complete an automated order and 60 chose to transfer to the pharmacist to complete their order.