



HouseCalls Pro

Automated, Personalized, Actionable Patient Communications Integrated with the EHR

The most advanced solution for automating patient engagement at scale through chatbot-powered conversational SMS, voice, and email

Key Features

- ▶ **Automated Workflows** – Conversational and powered by chatbot, for reminders and patient care
- ▶ **Broadcast Messaging** – One-way campaigns and information sharing
- ▶ **Live Chat** – For front and back-office communication, contact-less visits, etc.

Closed-Loop Appointment Reminders

No-Show Follow-up

Closed-Loop Patient Recall



Staff-Patient Live Chat

Pre-Procedure Prep

Post-Procedure Care

- Maximize Available Appointments
- Reduce No-Shows
- Close Care Gaps
- Prevent Last-Minute Procedure Cancellations
- Reach More Patients
- Enrich Patient Experience
- Reduce Staff Burden
- Reduce Call Center Volumes

1 Automated Workflows

- Engage using 2-way interactive texts, calls and emails for a variety of workflows
- Enable patients to complete activity, e.g., rescheduling appointment, all via text
- Honor patient preferences; communicate in 100+ languages via SMS or 20+ via voice



2 Broadcast Messaging

- Information sharing at scale
- Cancelling appointments for a provider
- Clinic closures
- Campaigns



3 Live Chat

- Staff or patient-initiated texting
- Augment the call centers
- Implement Contact Less Visits
- Back office and front office communications



Email us now for a demo at sales@harmonyhit.com