

New Wait Time Management Technology Improves Patient Experience in the Waiting Room

Patient Reviews Directly Impacted by Wait Time



Orem, Nov 26, 2019 ([Issuewire.com](http://www.Issuewire.com)) - RelevantMD, a patient acquisition and engagement technology and solutions company, announced the release of new technology that helps practices [manage wait times](#) through timely and effective patient messaging.

RelevantMD customers are now able to quickly and easily send a text message to scheduled patients notifying them of delays at the practice. The message from the practice invites the patient to come into the practice at a later time to avoid a long wait time or to move the appointment to another day. The notification helps practices set expectations, improves the patient experience, and generates more 5-star patient reviews.

"Every practice struggles with managing the schedule to avoid long wait times," said Mark Willis, RelevantMD CEO. "Long wait times significantly reduce patient satisfaction. With RelevantMD a practice can avoid the frustrations that accompany long wait times by quickly messaging the patient and giving them the option to come in later or reschedule. The patient experience is greatly improved when the practice demonstrates respect for the patient's time. And according to a [study by Vitals](#), shorter wait times correlate to better doctor reviews."

The RelevantMD technology allows the practice to carefully manage the messaging to preserve as much scheduled production as possible. The technology sends a message an hour to 45 minutes prior to the scheduled appointment, rather than all at once. The delay allows the practice to account for those instances when delays are worked out and the schedule is no longer behind.

Additional flexibility allows the practice to select which patients to message, choose a template message or create a custom message, cancel scheduled messages, reply to patient texts with convenient 2-way texting, forward texts to other practice locations or team members, and record all messages. RelevantMD posted an [informative video to showcase the technology](#).

Most medical clinics deliver exceptional healthcare to their community, but they may not be as skilled at marketing their services or managing patient expectations. RelevantMD helps medical clinics drive revenue by engaging with the patients they already have, acquiring new patients, and improving the patient experience with personalized messaging. RelevantMD is unique because of its focus on increasing revenues, measured results, a do-it-for-you approach to customer service, and it's a full range of services. Call 800-201-1995 or visit www.relevantmd.com to learn more.



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