

Freedom of Information Act 2000 disclosure log entry

Reference

18-19081

Date sent

19/06/2018

Subject

Appointment Reminders

Details of enquiry

- Do you use an appointment reminder service for: (please circle):
 Inpatients Outpatients Diagnostics Day case Other(s):
- Do use an internal integrated PAS system or external provider for your Appointment reminder service?
 Please state the name of the integrated PAS system or external provider used.
- What channels do you use to remind patients about their appointments?

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text			
IVR/IVM			
Agent calls			
Email			
Letters			
Other: (please state)			

- Do you use agent callers to remind patients over a certain age about their appointment?
- If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?
- Can patients cancel or rearrange appointments using the reminder service?
- Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?

Response Sent

- Do you use an appointment reminder service for: (please circle):
 Inpatients Outpatients Diagnostics Day case Other(s):

2. Do you use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used.

External company (HealthComms)

3. What channels do you use to remind patients about their appointments?

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	Y	120,000	2p
IVR/IVM	N		
Agent calls	N		
Email	N		
Letters	Y		This is internal departments business as usual operation. Usual costs of postage apply.
Other: (please state)	N/A		

4. Do you use agent callers to remind patients over a certain age about their appointment?
No
5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?
Not applicable
6. Can patients cancel or rearrange appointments using the reminder service?
Yes
7. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?
Muhammad Akram, Head of Informatics