

Solutions for Healthcare Providers

Strengthen the patient-provider relationship & improve patient health outcomes.

SPLICE Creates Better Messages that People Want to Hear

As a healthcare provider, do you lack the staffing resources, time, or budget to deliver personalized, proactive solutions enable trackable patient communications via Phone, SMS and Voice-First Devices like Amazon Alexa and Google Home. We connect healthcare providers to the individuals they serve, enhancing your ability to engage and support your patients with the essential communications they need, on both an administrative and preventative basis.

How it Works

Our award-winning Dialog Suite™ connects via API (Application Programming Interface) to your Hospital Information System, Pharmacy Information System, and/or CRM systems to deliver your messages using real-time data, both in outbound messaging and inbound response. Data may also be uploaded directly on a regular or on-demand basis for specific use cases.

Sample Messaging

See below for an examples of messaging that can be delivered by a healthcare provider:



**Text (SMS)
Message**

“This is Splash Pharmacy with important information. Your prescription refill is now ready for pick-up at our 123 Main Street location. Text “STOP” to opt-out.”



**Phone
(Home or Mobile)**

“Hi Jane. This is Splash Medical calling to remind you about your appointment tomorrow at 8:00am. Please remember to fast for at least 8 hours prior to your appointment, and to bring a list of all medications you are currently taking.”



**Voice-First
Device
(Alexa, Google Home)**

“Alexa, ask Splash Clinic when my next appointment is.”

“Your next appointment is on March 23rd at 11am. Would you like to reschedule this appointment?”

“Yes”

“I’ve sent a message to the office to reschedule. Is there anything else?”

Why SPLICE?

SPLICE creates better messages that people want to hear, delivered via their channels of choice, including Phone, SMS, and Voice First devices like Amazon Alexa and Google Home. Our cloud-based Dialog Suite™ uses big data and AI to deliver Data-Driven Dialogs® that can be leveraged across customer touchpoints, depending on the channel preferences selected by each patient.

Benefits

- Reduce costs & staff time spent associated with inbound and outcalls
- Improve patient health outcomes with proactive messaging
- Reduce time wasted on no-show appointments
- Increase patient satisfaction by keeping clients informed

Dialogs That Grow As You Do

Our dialogs can be customized to your current patient lifecycle and continually evolve as your needs do. Below is a sample patient journey with just a few of the possible use case examples:

Connect at key points along the Patient Journey:



Contact us

For more information on our **Solutions for Healthcare Providers**, call us toll-free at **1.855.777.5423**, email us at sales@splicesoftware.com, or contact us on our website at splicesoftware.com/contact.

Combining Art & Science in Connecting You with Your Customer.

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