

Automated Recall Service Matrix									
Recall Services	Televox	ReminderCall.com	Relatient	Vital Interaction	Tavoca	ReRemind	Doctor Connect	CallPointe	Call-Em-ALL
Scripting services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create audio recordings	Yes	Yes	Yes	Yes, Voice Talent	Yes, live studio	Yes	Text to speech	Yes, in male or female	No, provider does this
Reports (who called, who answered and who arrived to the appointment)	Yes	Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes
Two-way communication (if applicable) * '2-way', meaning your patients will be able to confirm or request a reschedule via text, email or phone	Yes	Yes	Yes	Yes; Text and Interactive Voice Response	Yes	Yes	Yes	Yes	Yes
Vaccine Reminders (& Can patients be queried in EMR to target patients that are due for immunization?)	Yes, EMR queried depends on vendor	Yes, but EMR queries vary on EMR	Yes, Query type depends on EMR	Yes, custom messages which can be generated recall list	Yes, depends on interface	Yes, can be customized; individual or group; Possibly work with EMR	Yes, can be customized	Must be on sequal server (Microsoft server, SQL database)	Can be customized
Can use on multiple platforms (desktop, mobile phone, tablet etc.)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliant with HIPAA guidelines	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Clinical communications (post visit, well person visits) Wellness Visits	Yes	Yes, messaging varies on EMR	Yes	Yes	Yes	Yes, can be customized	Yes, "ReCare" Calls	Yes, "ReCare" Calls	Yes
Demand Messaging (Instant)	Yes	Yes	Yes	Yes	Yes	Yes	Yes, bulk messaging feature	Yes	Yes
Patient balance reminder software	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Other	Largest # of notifications in industry	Some EMR's will not allow access, therefore some require manual lists	Call product "Population Health Outreach"	Cancelled appts can be auto replaced with patients on waiting list or future appts. Track no show rate.	100% customizable	Available in multiple languages	Record "No Show" appt. and sends out a notice to the patient instantly when appt. is missed.		Capability of RX reminder and flu vaccine
							Revised CPP 7/9/19 js	U/Automated Re Service Matrix for CPP Local PDF 7 9 19	