

Automated Recall Service Matrix								
Recall Services	Televox	ReminderCALL.com	Relatient	Vital Interaction	Tavoca	ReRemind	Text/Call-Em-ALL	WellConnect
Scripting services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create audio recordings	Yes	Yes	Yes	Yes, Voice Talent	Yes, live studio	Yes	No, provider does this	Yes
Reports (who called, who answered and who arrived to the appointment)	Yes	Yes	Yes	Yes	Yes	N/A	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
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	Can be customized	Can be customized
Can use on multiple platforms (desktop, mobile phone, tablet etc.)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliant with HIPAA guidelines	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	Yes
Demand Messaging (Instant)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Patient balance reminder software	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cost	15 to 20¢ per notification	9¢ up to 1,000 - 5.5¢ up to 50,000	Teired - Starts at \$99 per provdier/month	Per provider per month \$100; \$50 per part time provider/month	5¢ - 10¢ per notification	1,000 messages @ \$149 then is metered at 12.5¢ per message thereafter.	Pay by number or montly fee staring at 25 = \$7.50/monthly	Some services carry a fee
Other	Largest # of notifications in industry; patient surveys; website design	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	Capablity of RX reminder and flu vaccine	Flu Shot and other immunization reminders
Company Representative Responsiveness (Likert scale 1-5 with 5 being most responsive)	5	5	5	4	5	5	4	4