









# AppointmentDesk™

Phone based and Online Scheduler



## IMAGINE

a front desk  
assistant who...

-  Automatically attends thousands of appointment phone calls per day/month.
-  Works 24/7.
-  Handles multiple concurrent calls at the same time.
-  Capable of speaking multiple languages.
-  Automatically reminds patients about upcoming appointments.
-  Reports the open and booked appointments with color coded graphical format.
-  Requires no monthly salary & benefits.
-  Has human voice with personal touch.

Try AppointmentDesk™ absolutely free for 30 days to see what it can do for your bottom-line revenue.



1 Contact us about our  
month free trial

**NO COST  
OR  
OBLIGATION**

- ❖ Unique product of IVR phone based appointment scheduling with voice and keypad input
- ❖ Phone based self-serve appointment scheduling
- ❖ Web based self-serve appointment scheduling
- ❖ Free your staff to take on other responsibilities
- ❖ Increase customer satisfaction and referrals
- ❖ Instant return of investment (ROI)

# AppointmentDesk™

*phone based and online scheduler*

AppointmentDesk™ is a real-time automated phone & web based appointment scheduling service which can be used by both your staff and patients.

We understand that many people are not internet savvy enough to book their appointments online and prefer traditional appointment reservations over the phone. Thus we have developed a state of the art IVR system that is very powerful yet simple enough to use by anyone. All the incoming calls for the appointment scheduling are handled by our automated self-serve system and thus offer huge cost savings for you in staff salary expenses.

AppointmentDesk™, our automated appointment scheduler affords medical practices the luxury of being available 24/7 for their patients; truly seen as a "self service" solution for patient appointment scheduling, doctors have the ability to cater to their existing patients by offering appointment scheduling even when it's outside of the practices set office hours. The bottom line is AppointmentDesk™ can help to increase your office productivity, lower operating costs and boost overall satisfaction of your patients.



AppointmentDesk™ consists of three modules: 1) Online web based scheduling for your patients, 2) IVR phone based scheduling for your patients and 3) Web based administrative portal to schedule, configure working hours, view reports and manage users. Only our product provides true self-serve scheduling and other EMR/PMS/scheduling software can match our features.

## Self-serve Web Online Appointment Scheduling

Our online interface for appointment scheduling is easy to use and developed in mind with non-computer savvy users. Online appointment scheduling involves three easy steps: 1) Select Location, Physician and Service, 2) Select Date and Time, and 3) Reserve. The appointments are made in real time and synchronize with our IVR phone scheduler.

## Self-serve IVR Phone Appointment Scheduling

Our phone-based IVR also provides very simple step-by-step instructions for scheduling appointments. It is menu driven and users enter numbers using their telephone keypad or they can naturally speak. IVR appointment scheduling involves 5 easy steps: 1) Select Location, Physician and Service, 2) Select Date, 3) Select AM or PM times, 4) Select Time and 5) Verify and Reserve. Also our phone system is designed by IVR usability experts and our voice menu is very simple and easy to understand.

## Administrative Web Portal

No matter how simple and easy to use the online and interactive voice response system, there will always be some requirement for your staff to make appointments for walk-in or special needs patients. We have provided more sophisticated web based administrative tool for your office staff. You and your staff can access our web-based administrative tool from any where, any time using a computer connected to internet. With this administrative tool, you can view, make or cancel appointments, search customers, generate comprehensive reports, schedule holidays and closed days, schedule physician working hours and practices, and user management. We enforce industry standard 128-bit SSL encryption. Also by restricting the user access and privileges, you could limit the access of sensitive data and thus in compliance with HIPPA regulation.

# FEATURES

We are proud to offer true automated self-serve appointment scheduling for small, medium and enterprise business via 24/7 phone and online scheduling.



- ✓ Fully automated **phone based IVR self-serve appointment scheduling.**
- ✓ Fully automated **web based online self-serve appointments scheduling.**
- ✓ All you need is an Internet and your existing software with appointment scheduling. **There is nothing for you to buy or install.** It's just that easy!
- ✓ **24/7 self-serve appointment scheduling** over phone and online.
- ✓ Web based admin portal to view and schedule appointments, generate reports, add physicians, configure working hours and holidays, set user permissions etc.
- ✓ **Integrated appointment reminders** using ReminderDesk™ and view real-time status of the reminder calls.
- ✓ We provide a **toll-free number or phone number with local area code** in your business location so it will be free calls for your patients. Or you could forward your phone line to ours so that your patients don't need to remember another phone number for their scheduling needs.
- ✓ You can use Text-to-Speech (TTS) or pre-recorded audio by your own voice or by professional voice talent.
- ✓ **Built-in speech recognition.** Users could press keys on their telephone keypad or speak naturally for the menu inputs.
- ✓ Color coded calendar with visual status of open and closed time slots, reminder status (pending, in progress, confirmed, answering machine, SMS text) icons for each appointment on the calendar.
- ✓ **Live transfer of calls to your front desk staff** during working hours, if your patient desires.
- ✓ You can configure whether all patients including new patients can use self-serve scheduling or only established patients only.
- ✓ **Fully HIPPA compliant** by restricting the user access by logins and privileges and providing industry-standard 128 bit SSL encryption.
- ✓ HL7 link to interface with other EMR / PMS systems
- ✓ **Multiple Locations and multiple physicians** can be configured easily.
- ✓ **Multiple telephone lines** and many concurrent calls to handle high volume.
- ✓ **Multi-lingual** online and phone scheduler.
- ✓ 99 % uptime guarantee.
- ✓ No disruption of appointment scheduling service in the event of internet failure at your office by switching over to your local desktop edition.
- ✓ **No Cost No Obligation 30 day Free Trial\*.**

## ITFrontDesk's other Products

### ReminderDesk™



It is fully automated out bound dialer using state-of-the-art IVR technology. It remind your patients about their upcoming appointments by three methods: phone reminder, SMS text, and email reminder. It not only reminds but also confirms the appointment by taking input from the user. It can try up to three alternate phone numbers including home, cell and work phone numbers. It seamlessly integrates with AppointmentDesk™, most EMR / PMS and other appointment schedulers.

### LabResultsDesk™



Reduce incoming phone call and eliminate phone tags by using our automated Lab Results retriever service. You record the lab results for patients in your voice using a phone and the system will immediately notify patients with availability of their Lab Results and provide call back number and instruction to retrieve the message. Your patients can dial in any time and listen to your messages using their phone. Also patients can login securely through online and listen to your audio message as well as print the Lab Results.

## Audio Sample Script

*The first available date is Monday, January 15th.  
To hear the available time slots, say or press 1.  
To hear the next available date, say or press 2.  
To hear the availability for a specific date, say or press 3.*

*Tomorrow*

*Next Friday*

*There are time slots available for both Morning and Afternoon of January 15th.  
For Morning timings, say or press 1.  
For Afternoon timings, say or press 2.*

*There are 3 time slots available for the morning of Monday, January 15th. Please say the time or enter it using telephone key pad.  
9:30 10:15 11:30*

*Your appointment is confirmed for Monday, January 15th, 2008 at 10:15AM with Dr. John Smith.  
The confirmation number for this appointment is 137. Please note this down for your future reference.*



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