



Complete Clinic Software

1217 Lipscomb Drive
Brentwood TN 370207

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Email: info@completeclinic.com

New! From Complete Clinic Software.

eReminders is a totally automated appointment and vaccine reminder service utilizing email, text message and voice that is fully integrated with Complete Clinic Software. All you do is collect your client's email address and cell phone number. The system does the rest, automatically communicating with your clients to remind them of appointments, services due and birthdays.

For Appointments, first, we send an email as soon as you create an appointment.

Second, we send a "Please Confirm" e-mail three mornings before the appointment. In the email we ask them to confirm the appointment. If we receive a confirmation, we do not send subsequent reminders until the day of the appointment. The number one rule here is "do not annoy the client".

Third, if they do not reply to the confirmation e-mail, one day later, two mornings before the appointment we send a text message to each unconfirmed appointment.

Fourth, if we still do not have a confirmation, two evenings before the appointment we do an automated voice call to their cell phone number, if provided, or their home phone number if not.

As we receive confirmations, we update your appointment calendar every 30 minutes, changing the status from "Open" to "Confirmed".

For Vaccine Reminders, once a week we send an e-mail and text message to anyone due between 3 and 4 weeks stating that they are due for vaccines or services and ask them to call your office for an appointment.

Second, we send an e-mail and text message to all patients who are three weeks overdue for their vaccines or services and ask them to call your office.

Third, we compose a list of patients and their phone numbers who are six weeks overdue and we will e-mail that list to your practice so your staff can call these clients.

Fourth, we send an e-mail and a text message to all patients who are six months overdue.

Finally, we send an e-mail and text message that says "We miss you. Please call the office to make an appointment." to anyone who has not been in for veterinary care for over a year.

For Birthdays, because we believe it is important to gain your clients attention at every opportunity, we send a happy birthday e-mail to every patient having that birthday. This is done automatically at no extra charge.

The automated eReminder system runs every 30 minutes. It posts appointment confirmations as they are received from the client. After that, no further reminders are sent until the day of the appointment. If you update the patient's deceased date, all reminders are immediately stopped. The system also produces a list of clients having missing data that would prevent a reminder from being sent. This list can be "worked" to help improve the effectiveness of your system.



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New! From Complete Clinic Software.

eSurvey A Fully Automated **Patient Satisfaction Survey** that can **instantly** upload 5 Star reviews for your practice to popular review sites like Yelp and Google Reviews.

Fully Automated

Our fully automated system sends your patients an email the day after their visit asking if they would like to provide feedback about their experience. Here, they can give a **Gold Star rating from 1-5 and leave comments.**

Fully Connected

Each time a patient gives you a 5 Star review, with one click they can automatically upload their review to popular review sites like **Yelp and Google Reviews.** You will also receive an email for every review that is submitted.

Highly Accelerated

New patients are searching for practices like yours every day, practices with the most 5 Star reviews are **automatically pushed the top of the search engine.** This gives you the power to accelerate your competitive advantage **and stand out from the crowd.**



John
Stockton, CA
0 friends
4 reviews

★★★★★ 11/1/2015

Dr. Smith is AMAZING!!! The best experience I have ever had!!!



Call CCS Inc. **Today** for Pricing **(800) 989-6576**

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eReminder / eSurvey Order Form

I authorize CCS, Inc. to charge my credit card \$238.00 per month in advance to utilize the eReminder and eSurvey system. I understand the eReminder system will automatically send appointment reminders via email, text message and voice calls. It will receive and post client confirmations. And it will send vaccine and service recalls and annual birthday greetings, all without any effort required by my staff. The fully automated eSurvey system sends your patients an email the day after their visit asking if they would like to provide feedback about their experience. You receive copies of all email responses. In addition, clients have an opportunity to post 5 star replies to Google and YELP reviews.

I also acknowledge that I may cancel this service at any time with 30 days' notice to CCS, Inc. CCS, Inc. reserves the right to review volume usage on a quarterly basis and adjust prices as necessary based on volumes used.

Clinic Name _____

Authorized by _____

Address _____

City/State/Zip _____

Phone _____ Fax _____

Card Number _____ Exp Date _____ CVV _____

Signature _____ Date _____

Email for eReminder responses _____

Email for eSurvey responses _____

Time Zone _____

Google Account URL _____

YELP Account URL _____