



Complete Clinic Software

1217 Lipscomb Drive
Brentwood TN 370207

Phone: 800-989-6576

Fax: 615-373-0334

Email: info@completeclinic.com

New! From Complete Clinic Software.

Appointment eReminders

is a totally automated **Patient** appointment and vaccine reminder service utilizing email, text and voice message 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.

In the eReminder system, we do a sequence of communications to remind clients of appointments.

First, we send an email as soon as you create an appointment as a "save the date" email. We do not ask for confirmation in this email. This e-mail has an attachment that the patient can click on to place the appointment on their calendar. This works with any calendar like Outlook, Google or iPhone. If the first email was sent 30 days or more before the appointment date, we send another e-mail 14 days in advance of the appointment as another "save the date" e-mail.

Second, we send a "Please Confirm" e-mail three mornings before the appointment with the practice name, phone number, appointment date and time. We asked them to click the "Confirm Appointment" button in the email or reply to this e-mail 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 having a cell phone number with the same appointment information. In the text message, we ask them to reply to confirm. Again, if they reply, we do not send subsequent reminders until the day of the 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. We ask them to press one to confirm or three to reschedule. In our experience, you will get very few reschedules. If a client clicks on "Request an Appointment" or "Reschedule" you will receive an email notice with the client's information so you can contact them to make the change.

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

If the voice calls are answered by an answering machine, we leave a message about the appointment and ask the client to call the office to confirm the appointment.

eRecalls for Vaccines and Services

First, each week we will gather from your patient database all of those patients who are due 3-4 weeks from now who do not have an appointment scheduled in the next 30 days. We will send them an e-mail and text message stating that they are almost due for vaccines or services and ask them to call your office to schedule an appointment.

Second, each week we will 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, each week we will compose a list of patients and their phone numbers who are six weeks overdue and we will e-mail that list to your practice. We feel it is very important that your staff call these clients at that particular point in time.

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

Finally, each week we will scan your database for patients who were seen one year ago this week but have not had an appointment since then. We will send them an e-mail and text message that says "We miss you. You have not been in for veterinary care for over a year. Please call the office to make an appointment."

Studies show that recalls are the life blood of most practices. We have worked hard to make a recall system that is as effective as possible. Our eRecall system is the most effective recall systems we have ever seen for three reasons:

1. No one has to remember to do it. It is entirely automatic.
2. No one will say "I'm too busy to work recall." It takes no staff time.
3. **Everybody reads every text message they receive on a cell phone.**

eBirthday Greetings

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

Additional Features

Not only is the data in your files a valuable resource, but its accuracy is critical to the success and effectiveness of an automated reminder system. Your staff's time is better spent maintaining accurate information for you than performing routine mailings or phone calls.

The automated eReminder system runs every 30 minutes. It first posts appointment confirmations that have been received. At that time, no further reminders are sent until the day of the appointment. Also, as new appointments are booked during the day, the eReminder system immediately begins the appointment reminder process. The system also produces a list clients and patients who are missing a cell phone number or email address in your files. This list can be "worked" by your staff to help minimize the number of clients that would otherwise be skipped by the eReminder system. As information is updated, it is reflected in the eReminder process within 30 minutes. For example if you enter a patient's deceased date eReminder activity is automatically stopped in the very next cycle (within 30 minutes). Finally, the appointment calendar now accepts new client information needed for eReminders without having to add the client and patient to your master files. If a client reschedules an appointment, the eReminder system immediately reflects the rescheduled information in the next cycle.



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eReminder Samples

Standard Appointment Reminder

Puffy has an appointment with Crossroads Pet Professionals, (800) 989-6576 on Thursday, March 10, 2016, at 10:30 AM

If you have questions, please DO NOT REPLY to this email. Instead, call the practice at (800) 989-6576 as soon as possible.

This is the additional note entered by the clinic into the appointment calendar.

Need Directions? [Map It!](#) 12345 Crossroads Blvd. 37027

We will send a confirmation email reminder three days before the appointment.

Double click the attachment to place this appointment on your calendar.

Future Vaccine Reminder

Luna - You're 3 weeks overdue for your next appointment.

Annual Exam

Heartworm Blood Test

Senior Wellness Panel

Metro Rabies License Due

[Request Appointment](#)

Please click the button (or, if you do not see the button, [click here](#)) to request your next appointment with Crossroads Pet Professionals.

Or, call Crossroads Pet Professionals at (800) 989-6576 to schedule your next appointment. We look forward to seeing you soon.

3 Weeks Overdue Vaccine Reminder

Olivia Rose - You're 3 weeks overdue for your next appointment.

Annual Dental Cleaning

Annual Exam

Heartworm Blood Test

Rabies TN County License

Request Appointment

Please click the button (or, if you do not see the button, [click here](#)) to request your next appointment with Crossroads Pet Professionals.

Or, call Crossroads Pet Professionals at (800) 989-6576 to schedule your next appointment. We look forward to seeing you soon

6 Weeks Overdue Vaccine Reminder

*** You receive an email call list so you can call these clients.

The following patients are six weeks overdue. It is likely we have sent many of these email and text message reminders a few weeks ago, however at this point they need a phone call to reappoint:

Katie Johnson c-6151234785, w-6153334431, h-6159999043

Josie Smith c-6154447715, w-, h-6152221009

Vivian Jones c-6156660356, w-, h-6151230356

6 Months Overdue Vaccine Reminder

Bandit - You're 6 months overdue for your next appointment.

Int. Parasite Exam

Bordetella Vaccine

Request Appointment

Please click the button (or, if you do not see the button, [click here](#)) to request your next appointment with Crossroads Pet Professionals.

Or, call Crossroads Pet Professionals at (800) 989-6576 to schedule your next appointment. We look forward to seeing you soon.

Vaccine Confirmation Reports

***You will receive the following reports every Tuesday

- 1) The following patients were sent an email and/or text message today requesting that they contact you to make an appointment. They are almost due for an appointment:

Ace Adams c- 6151234567, email- bloree@completeclinic.com

- 2) The following patients were sent an email and/or text message today requesting that they contact you to make an appointment. They were due three weeks ago:

Bo Jangles- 2079997367, email- info@completeclinic.com

- 3) The following patients were sent an email today requesting that they contact you to make an appointment. They are six months overdue:

Breezey Grimes, email- william@completeclinic.com

- 4) The following patients were sent a 'We miss you' email today. They were seen one year ago this week and have not been back since then.:

Paul Simon, email- info@completeclinic.com

Birthday Email



Fluffy,

Happy Birthday from everyone at Crossroads Pet Professionals! We love having you as one of our patients and hope you have a great day!

Sincerely,

Crossroads Pet Professionals



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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.**



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



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eSurvey Sample

This request is sent to your client 1 day after their appointment.

[Provide Feedback](#)

Female Kitten, thank you for visiting us recently. We value you as a patient. To help us insure you will always have the best experience possible, we invite you to tell us how you feel about your visit and our practice. Please click on the button above (or, if you do not see the button, [click here](#)) to submit a review.

Sincerely,

Crossroads Pet Professionals

Client Reply

This patient, Fido Jones, replied to a request for feedback.

They gave you a 5 star rating and gave the following comment:

I was very impressed with the quality of care given to my precious Fido.

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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 _____