



Avanquest®

ProcessFlows

NEWS RELEASE

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ProcessFlows Launches Appointment Solution for EMIS Healthcare

Appointment ProcessFlows® combines text and speech technology to deliver an automated patient reminder system for GP practices, which works seamlessly within their EMIS patient records system.

It helps reduce the number of DNAs (Did Not Attends), minimises wasting medical professionals' time and increases patient throughput.

Appointment ProcessFlows is being launched at HealthCare 2011, which takes place at the ICC, Birmingham, 5th – 7th April 2011.

Darren Saunders, Business Development Manager at ProcessFlows said; *“There will always be genuine reasons for missed appointments, but as medical appointments can be made weeks, or even months in advance, it is very easy to forget about them. However, each missed appointment costs the NHS £50. A reminder by text – perhaps scheduled a week before the appointment, then another the day before – which gives patients the option to confirm or request an alternative appointment, will dramatically cut the DNAs and have a big impact on the numbers of patients seen per day.”*

About Appointment ProcessFlows

- Totally automatic – incoming cancellations/rebooking requests auto-updates EMIS and then notifies staff
- Bi-directional and self-contained – doesn't require NHS Mail
- Fixed price – no budget worries – two million SMS messages included
- Fully integrates with EMIS Web, LV and PCS

Darren concluded; *“Appointment ProcessFlows is an important addition to our portfolio and we are keen to work with PCTs and GPs to show how implementation of our system can both reduce costs and improve efficiency.”*

To find out more, visit us at stand 126 or call us on 01962 835053.

Web address: www.processflows.co.uk

Press Information:

Alison Hall

Email: ahall@processflows.co.uk

Tel: 01962 835000

Mobile: 07899 986932