



24HR CHECK AND CANCEL



There are many aspects of Check and Cancel that improve the experience of your callers. Surgery Connect's integration with Patient Management Systems allows patients to manage their appointments without the need to queue to speak to a member of your staff. This makes it easier to cancel and will reduce the number of DNAs.

Further to this, removing the reliance of staff to process these requests means their time can be used to focus on other tasks, improving efficiency.

Surgeries can rely on the technology to ensure that the Check and Cancel feature only allows patients to cancel appointments that are created against their unique patient ID.

Furthermore, Surgeries control which appointment type slots patients may cancel. This ensures that certain appointments, for example Diabetes check ups, cannot be cancelled remotely without the patient speaking to an appropriate staff member first.

Patient care is further enhanced by the fact that surgeries can specify which email addresses they would like the notifications of cancelled appointments to be sent. Cancellations also appear in the patient's clinical record.

This service is available 24 hours a day including evenings, weekends and bank holidays. This empowers patients as they can take direct action at a time to suit them



PATIENT EMPOWERMENT

Feature	Description
Check or Cancel	Patients can check and cancel their existing appointments by dialling the surgery and selecting the check/cancel option at a time convenient to them.
Notification	The surgery receives emails to designated staff members informing them of the cancellation. The patient receives an automated SMS.
Instant update	Updates to appointments are made directly in the clinical system.



REDUCE THE BURDEN

Allowing patients to manage, where applicable, their own appointments means surgery staff are free to deal with other patients face to face as well as using time previously spent on the phone dealing with other tasks.

Call us today on

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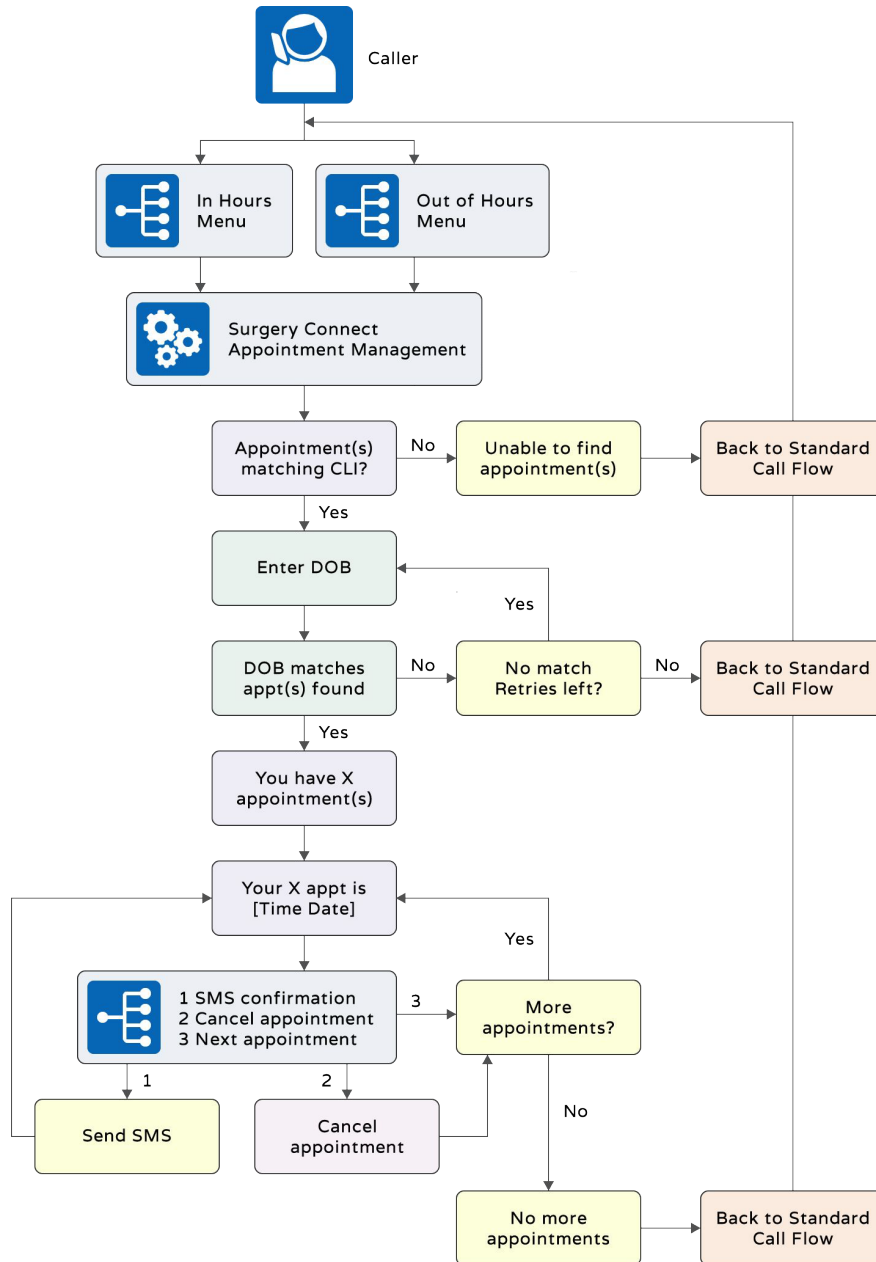




SAFETY AND COMPLIANCE



The integration takes steps to ensure that patients can only cancel their own appointments by following a two step identification process: CLI and DOB.



SAFETY AND COMPLIANCE

The check and cancel feature is in line with the NHS Forward View. In future natural language speech recognition technology can be implemented to further confirm correct patient identification.

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