

WELL™ Health Automates Patient Outreach to Improve Patient Satisfaction and Staff Efficiency

Optimize patient engagement and satisfaction with your practice using completely customizable automated conversations over SMS, email, or phone. Streamline pre- and post-surgical communication to make sure patients are prepared and supported for procedures. Increase support staff efficiency with automated outreach to individual patients or specific groups in your patient population. Amplify your EHR investment by centralizing patient communication through secure, automated outreach across any channel with the WELL™ unified communication hub.

Orthopedic practices use centralized patient communication to:



Increase appointment confirmations

Use automated reminders to reduce no-show rates and keep patients on the right post-surgical recovery track.



Improve schedule utilization

Boost confirmation rate/slot utilization/visit volume. Automate appointment recalls and facilitate immediate follow-ups to reschedule no-shows.



Increase Staff Efficiency

Eliminate manual outreach with automated appointment reminders, pre-appointment questionnaires, and post-discharge outreach.



Patient Satisfaction

Increase overall patient satisfaction with automated follow-ups, patient satisfaction surveys, and “thank you” messages.



Streamline Pre and Post-Surgical Communication

Send messages to remind patients of pre-surgical preparations and post-surgical follow-ups.



Broadcast Messaging

Reach large patient groups regarding office closures, provider schedule changes, inclement weather issues, etc.



Outpatient Surgery Prep

Send automated messages prior to a surgery or procedure to provide reminders and instructions.



- Self-service customization
- EMR schedule integration
- Automated Outreach and Response Capabilities
- Campaign Messaging
- Bi-directional SMS
- Telehealth Coordination
- Multilingual Support
- Internal Messaging and Mentions
- Reporting and Dashboards
- Ease of Use (No app to download)

“WELL has transformed our patient communications. It has blended naturally and intuitively into our practice operations, and we actively look for ways to use it even more. WELL gives patients a choice they never had before, and they absolutely love it.”

Siobhan Palmer

Director, Cedars-Sinai Kerlan-Jobe Institute (formerly Santa Monica Orthopaedic and Sports Medicine)



Increase in call answer rate
from 60% to 95%



39.6% Reduction in no-show
rate in first four months of
WELL going live



(formerly Santa Monica
Orthopaedic and Sports Medicine)
20% Decrease in call volume

