







- Reduce service costs by reducing the revenue lost through missed appointments, creating new revenue opportunities and reducing resource waste.
- Increase resource utilization by preventing missed appointments and repurposing idle staff, equipment and facilities through proactive rescheduling.
- Improve patient care and outcomes with fewer missed appointments, increased appointment availability and pre-appointment assistance during reminder contacts.

## Learn More

As a key communication solution provider in Healthcare, Avaya helps healthcare organizations collaborate more effectively, operate more productively, and deliver better patient care and outcomes, while helping maintain the levels of security and compliance essential to exceptional care provision. For more information please visit [www.alturacs.com/solutions/industry/healthcare](http://www.alturacs.com/solutions/industry/healthcare)

### Sources:

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2. A probabilistic model for predicting the probability of no-show in hospital appointments Adel Alaeddini & Kai Yang & Chandan Reddy & Susan Yu, Received: 29 July 2010 / Accepted: 18 January 2011 / Published online: 1 February 2011
3. No-shows cost health care system billions But clinics, hospitals may be as much to blame as patients, February 24, 2013 12:00 AM, By Bill Toland Pittsburgh Post-Gazette, <http://www.post-gazette.com/business/businessnews/2013/02/24/No-shows-cost-health-care-system-billions/stories/201302240381>
4. NHS England, Quarterly Hospital Activity Data, <https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/qar-data/>
5. National Audit Office, NHS waiting times for elective care in England, <https://www.nao.org.uk/report/nhs-waiting-times-elective-care-england-2/>
6. Calculation based on a 500 reminder calls/day. Sources: Analyst reports, Published Studies and Market Analysis


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*\*\*\*Integration into other scheduling systems is possible but will be priced separately to the bundle.*

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