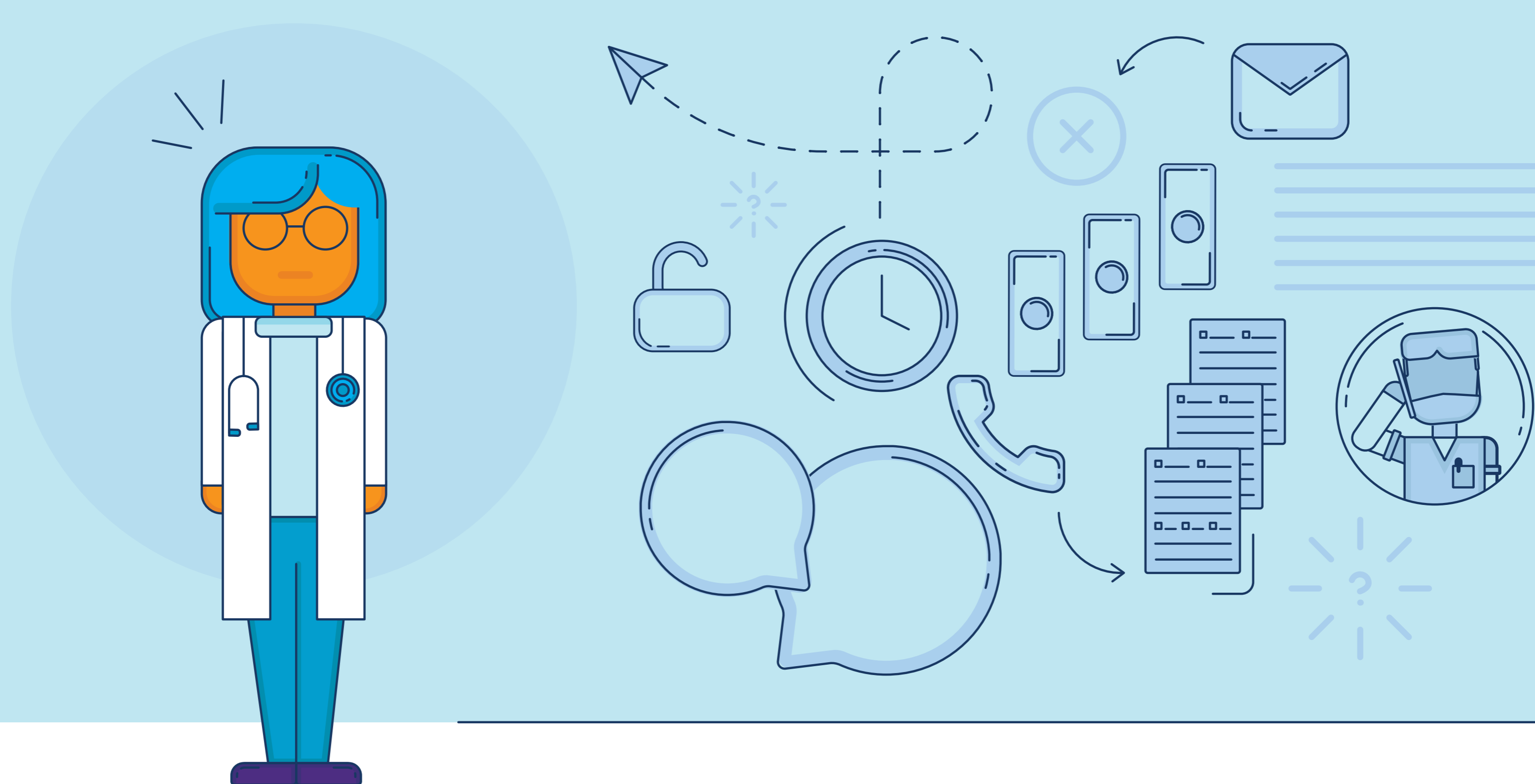


# Are traditional ways of communicating with care teams and patients ineffective?

Your staff is **playing phone tag**, **voicemail goes unanswered** and **email is unreliable**. Patient engagement is critical in achieving the best possible outcome, but current communication methods have proven to be ineffective. How can you break through the clutter and start communicating with patients and their care team in a more effective way?



## KNOW THE FACTS

# 90%

Of all text messages are read within **three minutes** of receipt <sup>1</sup>

# 5<sup>x</sup>

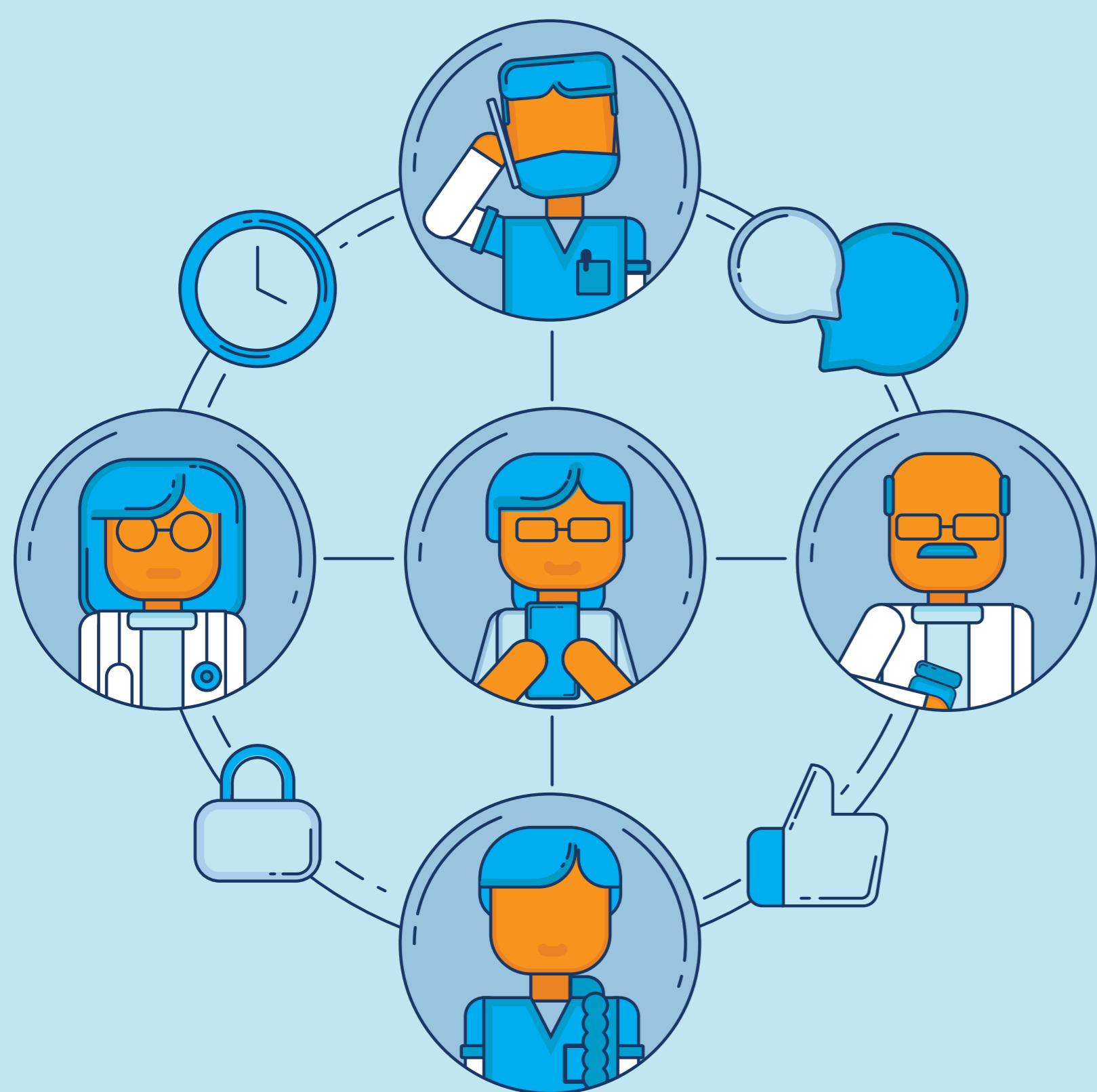
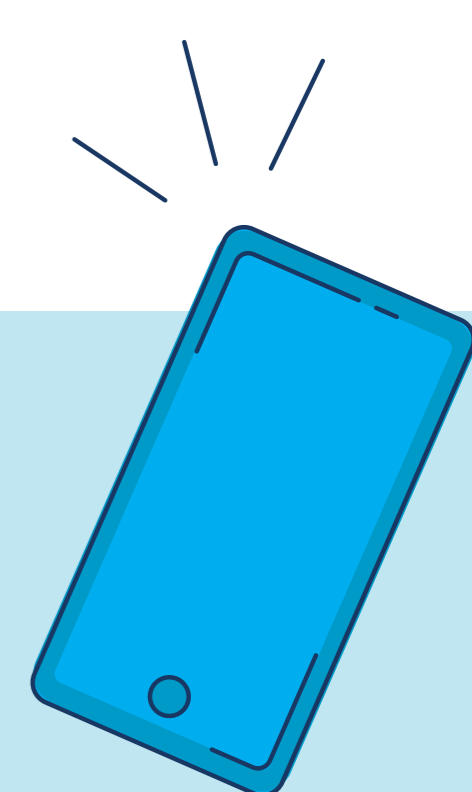
On average, how many **texts Americans exchange** versus phone calls <sup>2</sup>

# 63%

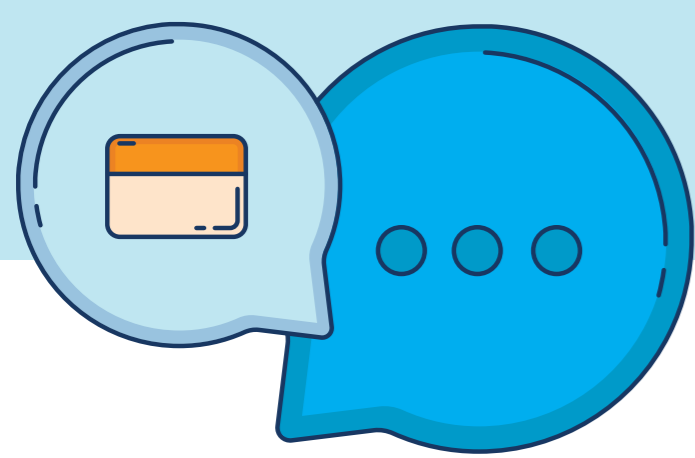
Of providers are **frustrated** by insufficient information **during transition of care** <sup>3</sup>

## THE SOLUTION

Effectively and securely communicate with patients and their care team via **secure text**



- 1 Happier Staff**  
Quickly and efficiently communicate with patients and care teams without the extra burden on staff's time.
- 2 Improved Collaboration**  
Teamwork across all members of the care team to achieve the best possible outcome and overall patient experience. Even cell phone conversations can easily be attached to the patient chart.
- 3 Satisfied Patients**  
Communicate with patients the way they want in a quick, reliable and personal way. Patients feel more cared for when their providers work together.
- 4 Highly Secure**  
HIPAA-compliant solution that protects providers from data privacy risks while reducing the burden on internal IT.
- 5 Streamlined Coordination**  
Close gaps in care by engaging members of the care team faster with quicker responses.
- 6 Save Time**  
Texting is faster than a phone conversation. Plus, people text in much simpler language and are satisfied with a faster, brief reply. It's much more convenient than a phone call.



## WORDS FROM OUR CUSTOMERS

“ Texting is naturally an easier, more comfortable technology. So many of us already use it in our personal lives, it made sense to try it here as a way to engage patients. ”

– James Legan, MD



Secure Text is part of the Updodx Engagement solution which, along with Communication and Productivity solutions, forms the Updodx collaboration platform. Through the platform, staff can manage faxes, send appointment reminders, text patients and care teams, respond to email and send messages to other staff – all within the same workflow. No logging in and out of different systems. It's multitasking at its finest and saves time and money to make patients, providers and staff happier and more efficient.

Learn more about our solutions today by emailing [info@updodx.com](mailto:info@updodx.com) or visiting [updodx.com/solutions/engagement/secure-text](http://updodx.com/solutions/engagement/secure-text).

### Sources

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- <http://www.pewinternet.org/2015/04/01/us-smartphone-use-in-2015/>
- <https://www.prnewswire.com/news-releases/no-time-to-talk-americans-sendingreceiving-five-times-as-many-texts-compared-to-phone-calls-each-day-according-to-new-report-300056023.html> <sup>3</sup>