



Ventas SMS APP for the Healthcare Industry

A leading healthcare provider with multiple clinics across the state.

Challenge: *They were facing challenges in communicating with patients, resulting in:*

- Missed appointments (30% no-show rate)
- Delayed medication adherence
- Inefficient communication with staff and patients

Solution: *They implemented the Ventas Unlimited SMS app to:*

- Send appointment reminders and confirmations
- Share medication instructions and refill reminders
- Communicate with staff about patient updates and scheduling

Results:

- Reduced no-show rate by 25%
- Improved medication adherence by 40%
- Enhanced patient satisfaction ratings by 30%
- Streamlined internal communication, reducing staff response time by 50%

Practical Examples:

1. Appointment Reminders: They sent automated reminders to patients, reducing no-shows and saving resources.
2. Medication Instructions: Patients received clear, concise instructions via SMS, improving adherence and health outcomes.

3. Staff Communication: Their staff received timely updates about patient scheduling, ensuring efficient clinic operations.

By leveraging the Ventas Unlimited SMS app, enhanced patient engagement, reduced costs, and improved overall care coordination.

Let me know if you need any further assistance!