



INI Messenger™ for Healthcare Service Providers

INI Messenger builds upon the powerful Avaya Proactive Outreach Manager (POM) engine to allow health services organizations – such as hospitals, doctor’s offices and pharmacies – to offer patients a menu of response options when they receive proactive notifications.

Avaya POM enables organizations to deliver patients automated voice calls, SMS messages and e-mails, reducing the number of inbound calls, and freeing up skilled staff for tasks that may be more critical than outbound calling. Such outbound communications include:

- ❖ Appointment reminders
- ❖ Prescription notifications
- ❖ Pre-appointment instructions
- ❖ Patient satisfaction surveys
- ❖ Policy change announcements
- ❖ Bill payment reminders

How it Works

When a patient receives an automated Avaya POM call, such as an appointment reminder, INI Messenger provides the patient with options such as confirming or cancelling the appointment, transferring the call to a live person, or transferring to another self-service application such as INI AudioMenus FAQs. The call recipient gets needed information and can take action, and the organization gets needed responses without dedicating additional resources, therefore making INI Messenger mutually beneficial.

Why Use INI Messenger?

- ❖ Improved patient satisfaction
- ❖ Better appointment scheduling accuracy
- ❖ More prepared and informed patients
- ❖ Bottom-line savings from fewer inbound calls
- ❖ More on-time payments



Contact INI to learn more about how INI Messenger can benefit your organization [800.732.3236](tel:800.732.3236).