

Success Story: Talksoft and Greenway Integration

“The automation has allowed our staff to **spend time on other important tasks**. It has helped with HIPAA compliance because calls are not being made and overheard by others in the waiting area.”

-Audrey Lenox
Practice Manager CNMRI

Talksoft Facts

- A featured member of the Greenway Market Place
- Automatic and fully secure data feed
- Customizable for your office needs
- Services for appointment reminders, recall, billing reminders and more
- Customer service that exceeds expectations

Stories from our Customers

Talksoft and Greenway's Integration has benefited practices across the U.S. including CNMRI in Dover, Delaware. The practice initially chose Talksoft at the recommendation of Greenway. The results have been positive, and it's not just the office staff who is noticing. "Patients like having the ability to be reminded via mobile app, email, text or call," says Audrey Lenox, practice manager, CNMRI. "It allows patient preference that best suit their needs."

This flexibility is not just for patients, the Talksoft system is meant to be flexible and work for your individual office. "**A cookie cutter doesn't work for everyone**," says Benoit Jean-Noël, manager of Orthopaedic Associates of Great Neck, LLP in Great Neck, NY. His office returned to Talksoft's service after trying a different reminder service with less flexibility and the results were significant. "The **no-show rates decreased immediately** to the point where I don't even run a report for no-show, it's just not a factor."