



### **SVMC Implements System to Improve Patient Communication**

In July, Skagit Valley Medical Center will begin using Phytel, a patient communication and care-management system. The new system will provide two services: appointment reminder calls and proactive patient outreach calls.

The system works behind the scenes to send out automated reminder calls to our patients two days prior to appointments in the evening when patients are most likely to be available. Patients have the option to confirm, cancel, or notify us that they would like to reschedule their appointment.

The proactive outreach calls will be automatically placed throughout the day and will prompt patients that it is time for a health maintenance appointment, such as a physical exam, well child check, and a number of other health issues as selected by SVMC providers. These health reminders are derived from evidence-based quality guidelines for disease management and preventive care.

SVMC believes that this new system will provide our patients with the best opportunity to assist in managing the quality of care they receive.