

# MedMessage Automate

*Streamline patient message intake.*



## MedMessage Automate

MedMessage Automate allows patients to bypass normal wait times by self-reporting their symptoms directly to their providers. Patients are sent secure SMS links that take them to intake forms, where our proprietary software analyzes the information that they type, and prompts them with additional qualifying questions before submission.

This process saves **3-7 minutes of human capital per interaction**, and ensures that critical clinical information is captured efficiently and accurately.

## Key Benefits for Providers and Staff

- **No Critical Messages Get Missed** — Providers receive complete, clinically relevant messages, improving response times for urgent issues.
- **Improved Intake Accuracy** — Our system automatically asks additional questions as needed based on patient responses, ensuring all necessary information is documented.
- **Reduced Staffing Burdens** — Fewer nonclinical operators are required to handle intake call volume, allowing them to focus on other tasks.

## Clinical Oversight With Augmented Intelligence

MedMessage Automate uses intelligent algorithms, trained and reviewed by doctors, to ensure accurate and reliable message capture. The system determines what information is needed to evaluate message urgency and prioritize responses. It:

- **Automatically screens patient calls and texts.**
- **Prioritizes urgent and emergency messages for faster clinical response.**
- **Logs and secures all patient messages for follow-up.**
- **Helps reduce medical liability by improving message accuracy and documentation.**
- **Offers seamless implementation and support.**
- **Integrates with your existing systems and workflows.**

Our solution is managed by us — no extra staffing or training is needed. Our team also monitors system performance and makes ongoing enhancements to align with your practice's evolving needs.

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