

Talksoft®

Appointment Reminders and Patient Communications that Drive Response

Talksoft® is RevSpring's automated patient communication solution that reduces no-shows and schedule leakage through personalized, multichannel reminders and two-way messaging –delivered via text, email, and voice – freeing staff from manual outreach at scale.

Benefits

Reduce no-shows

Automated reminders drive attendance rates to 90-95%.

Increase preservice collections

Payment links in just-in-time messages lift collections 10%+.

Eliminate manual outreach

Automated reminders replace labor-intensive manual reminder calls.

Improve response rates

All-channel approach improves response rates by 50% or more.

Recover no-show revenue

Automated no-show messages prompt immediate reschedule opportunities.

Enhance patient satisfaction

Timely, context-aware communication mirrors consumer expectations.

Outcomes

95%

attendance rate

Automated reminders drive attendance rates to 90-95%

50%+

response lift

All-channel outreach improves response rates by 50% or more

"Talksoft transformed our reminder process. No-shows dropped immediately and preservice collections increased within the first month."

- RevSpring Healthcare Customer

Features

Multichannel reminders

Phone, text, and email reminders optimized by time of day.

Two-way messaging

Patients confirm, cancel, or reschedule with automated SMS receipt.

Just-in-time messages

Copayment options and forms sent hours before the appointment.

No-show, recall & broadcast

Reschedule prompts, preventive care outreach, and broadcast alerts sent automatically.

Survey messages

Post-visit surveys capture experience data with specialty questions.

EHR integration & reporting

Two-way scheduling sync with delivery and response reporting.

Bi-directional scheduling integration

Talksoft integrates bi-directionally with most EHRs and Scheduling Systems via file transfer or API—part of RevSpring's end-to-end patient engagement suite.



See Talksoft® Pre-Service Messaging in action

Contact us today for a personalized demo and discover how RevSpring can transform your health system.

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