

MJog Voice messaging increases your coverage of the local patient population to almost 100%, using automated voice calls to Patient landlines and mobiles. Automatically deliver appointment reminder, health campaign messages and gather patient responses in a secure, and confidential way using our unique PIN authenticated message protection.

Benefits of MJog Voice include:

- **Increase Patient population coverage** – for your digital communications from 50% (SMS) to almost 100%, enabling much more efficient and effective health campaigns from your Practice, as well as further reducing your DNAs.
- **Improves your Patient access** – as patients can now easily confirm their attendance by letting your Practice know via their telephone keypad that they are able/not able to attend clinics, thereby freeing up unwanted appointments for other Patients.
- **Meet nationally defined public health targets and your required outcomes** – through specifically designed and pre-configured voice message templates.
- **Schedule Patient voice calls well in advance** – by arranging their delivery at pre-defined dates and times, and even across a number of dates.
- **Assure Patient confidence** – as the service provides recipients with a local number as their call line identifier (CLI) (optional extra).
- **Maximise reach and verify success rates** – through multiple attempts at Patient engagement which can be read coded back into the Patient record.
- **Reach those parts of your Patient population who do not regularly use mobiles** – where Voice messaging has proved a popular and highly effective alternative.

“When we started to use it [MJog] to promote free Chlamydia screening, we saw an immediate 200 to 300% increase in take up.”



SMS



EMAIL



VOICE



PRINT & POST



PORTAL

Voice is one channel by which MJog delivers more than 26m messages annually to 1 in 6 of the UK population. Voice messaging reaches patients who do not have a mobile phone thereby increasing the numbers you can educate and inform about your healthcare services. MJog Voice works seamlessly alongside our additional products, MJog Premium and MJog Email.

How can I use MJog Voice?

- **Wide range of Patient communications delivered** – such as Patient recalls, health campaigns and surveys (such as Friends & Family Test) with cost effective Voice messaging.
- **Check and record Patient health status** – such as smoking information which is instantly and automatically read coded back in to your clinical system, saving staff time.
- **Deliver appointment reminders** – to patients who do not have a mobile number recorded against their record – ideally suited to visually impaired patients giving you a totally inclusive service and improving patient access.
- **Deliver results to patients** – which when used alongside other communication channels gives you 100% patient results delivery service.
- **Clinic / appointment cancellation notification service** – will call patients home phone or mobile to inform them of cancellations, in the event of staff sickness.
- **Prescription ready messages delivered quickly to patients** – to save them calling the surgery and tying up Practice phone lines.
- **Send annual review and vaccination invitations** – through Voice messaging to ensure your clinics are full.

MJog Voice is available on an annual contract as an upgrade to the MJog Premium service. Call our team on 01353 641741 (Option 1) or email at sales@mjog.com

“We used MJog Voice extensively for our Flu campaign. We saw a big reduction in our postage costs and hours of admin time was saved as the number of letters sent out was dramatically cut.”



SMS



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