



e-IVR™

Lab Results

In today's environment, Health Care Providers are seeking innovative, cost-effective methods to improve their delivery of services. e-IVR™ Lab Results is a high-tech automated lab results service that's available at a low-tech price, providing patients with confidential lab test results 24 hours a day, 7 days a week!

e-IVR™ Lab Results allows a patient to retrieve lab results from any touch-tone telephone at their convenience, 7 days a week. Patients are required to enter a security code which is validated against a local or Microsoft SQL ODBC compliant database to provide a highly secure and private means of retrieving test results. For highly sensitive lab results patients are prompted to hold while the system transfers them to a member of the medical staff. By handling routine calls, e-IVR Lab Results reduces time-consuming telephone interruptions, and physicians and staff have more time to provide for patients in the office.

Key Uses and Benefits

- Password protected to provide a private and safe means of retrieving results
- Eliminates need for staff members to handle all lab results inquiries
- Patient is given the option to transfer to a member of the medical staff
- Seamlessly integrates with existing databases (ODBC compliant or *.csv file)
- Works around the clock to provide patients their results 24/7
- Patients retrieve lab results at their convenience from any location
- Improves office efficiency

Wellness by Design
Family Health Care Center

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Prescription Refill Demo

Valid accounts to test with: 123456
 To Request a new refill use Test ID = 11111
 To Check status of "In Progress" use Test ID = 22222
 To Check Status of "Ready for pickup" use Test ID = 33333
 To Request a new refill with no refill available use Test ID = 44444

Lab Results Demo

Valid Patient ID to test with: 123456789
 Test ID = 111 Reads back as number
 Test ID = 222 Reads back as Text-to-speech
 Test ID = 333 Reads back as boolean (positive or negative)
 Test ID = 444 Reads back as money
 Test ID = 555 Reads back as Character
 Test ID = 777 Reads nothing back and transfers to staff

Appointment Reminder Demo

| Reminder Type | Patient Phone | Patient Name | Doctor Name | Appt Date | Appt Time |
|---------------|---------------|--------------|-------------|-----------|-----------|
| (Phone #) | | | | | |

Experience the technology of e-IVR Lab Results first hand by telephone or the Web at

1-800-457-9321 • www.eivrsolutions.com

Valid Patient ID to test with: 123456789

Test ID = **111** Reads back as number

Test ID = **222** Reads back as Text-to-speech

Test ID = **333** Reads back as boolean (positive or negative)

Test ID = **444** Reads back as money

Test ID = **555** Reads back as Character

Test ID = **777** Reads nothing back and transfers to staff



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ISV/IHV INNOVATOR

AVAYA

**DeveloperConnection
Program**