

# DO YOUR RECALL LETTERS NEED TO BE RECALLED?

Did you know?

- According to DOQ-IT, less than 30% of all patients will see their doctor for preventive care such as annual check ups (male and female), well child, vaccinations/immunizations, and/or Mammograms?
- According to HEDIS, less than 50% of patients receive appropriate chronic condition follow-up such as Hypertension, Cholesterol, and Diabetes?
- Typically between 10-15% of all appointments are missed when there is no appointment confirmation?
- CMS strongly encourages medical organizations to have a preventative care and chronic disease management follow-up plan?
- All of these incidents can adversely cost your practice and your bottom line?

The typical office approach is labor intensive and sporadic at best:

- Build manual tickler file
- Buy preprinted forms/post cards
- Manually prepare forms/post cards and mail

Now there is an easier way...

## ALLOW *The* PLD GROUP TO TAKE CARE OF ALL OF YOUR RECALL LETTERS!

In just two (2) easy steps all of your recalls letters will be professionally processed, printed and mailed - usually within a couple hours! Just like outsourcing your patient statement file and insurance claim file electronically, you can also do the same with your patient recalls.

1. Create a report from your current system identifying patients who require a recall letter (the report should include a minimum: name, full address, appointment date and reason for upcoming visit). The frequency and content of your recall letters are determined by your practice – you can be as creative as you would like.
2. Upload the report and let us do the rest:
  - a. Your recall letters will be personalized with patient information (vs. a generic form letter) and could be electronically signed for increased impact.
  - b. Your recall letters will be printed on a mirror copy of your letterhead (including a logo if requested) and inserted into a #10 double window envelope. The process is safe, easy and HIPAA compliant
  - c. A 'no charge' confirmation report will be uploaded to our secure web site
  - d. The mailing will go out 1<sup>st</sup> class mail within 24 hours of receipt of the file.

What Do You Have to Lose?

- Lose the cost of expensive preprinted forms/postcards and postage
- Lose the cost of additional personnel time/labor needed to prepare and mail
- Lose the growing expense of 'no calls, no-shows' and rebooking these patients
- Lose the burden of a declining bottom line associated with the cost of a 'no show'

CALL *The* PLD GROUP TODAY

FOR MORE INFORMATION ON THIS GREAT PROGRAM!

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