



(Manual Version)

**Automatic Patient Appointment
Reminder System**

Operation Manual

V3.11

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Manual PARS

Patient Appointment Reminder System

How "No Shows" affect you:

The goal of any practice is to be financially successful. To accomplish this task your practitioners must see as many patients as possible. When patients fail to show up for a scheduled appointment, the ability to practice medicine and generate revenue for the practice can be severely limited. The success of any practice depends on its ability to minimize "No Shows" and ensure that patients are accessible to the doctor when he or she is available.

Double and triple booking helps to keep a steady flow of patients, but it is not the best solution. Multiple bookings can often cause more problems than it solves.

The following four-step method can be used to successfully reduce your "No Shows" rate:

- 1- Have technicians and check-out personnel remind patients of the importance of keeping their next appointment.
- 2- Create and use an appointment letter. Give a copy of the letter to existing patients as they make future appointments and, when possible, mail the letter to new patients well in advance of their appointments.
- 3- Institute a telephone confirmation system that makes contact with patients two days before their appointment.
- 4- Develop a telephone confirmation script that reminds patients of the importance of keeping appointments.

Introduction:

Thank you for purchasing the Skutch PARS system. PARS is an easy to use, low cost, single line, automated telephone patient appointment reminder system. It can make up to 1000 patient calls every day and can work unattended from 9a.m. until 9p.m. seven days a week. PARS will provide you with the resources that you need to effectively communicate with your patients in regards to their scheduling needs. Best of all, it is a standalone unit which does not require a computer to operate. It's cost effective, simple, and easy to use right out of the box!

PARS Benefits:

- * Increases revenues by reducing patient "No Shows".
- * Improves communications with your patients.
- * More cost effective than postcards.
- * Saves hundreds of hours of valuable staff time every month.
- * Improves staff morale by eliminating redundant and time-consuming manual calls.

PARS Features:

- * Makes up to 83 calls per hour.
- * Phone numbers may be manually entered or downloaded from your database (comma delimited text file).
- * User programmable Clock Controlled dialing, seven days a week, from 9a.m. to 9p.m.
- * Programmable Redials from 0-98, or unlimited.
- * Special 15 minute "BUSY" redial improves chances of patient contact.
- * Detects Answering Devices. Will leave message after "Beep" or will recall at later time.
- * Personal mode allows you to provide name, date, and time of each appointment.
- * Optionally allows patients to leave message or to confirm the appointment.
- * Can be used for multi-lingual applications.
- * Power Fail friendly. Will continue dialing where it left off when power comes back on.

Uses:

- * Appointment Reminders
- * Appointment Cancellations due to Office Closure, medical emergency, weather, etc..
- * Flue shot, yearly check up reminders.
- * Rescheduling of "NO SHOWS".

Save Your Packing Foam Pads!

Please save the two foam end pads that were shipped with your system. You will need these if you ever have to ship the system back to us for repair. These pads provide maximum protection during shipping. They were custom made specifically for your PARS system.

Installation:

The PARS comes with the following accessories:

- 1- Microphone
- 2- Power Supply
- 3- Telephone cord
- 4- Dialer System ZIP Disk.

Location:

When selecting a location for the PARS dialer the following conditions MUST be avoided:

- 1- Temperatures above 95 degrees F.
- 2- Temperatures below 65 degrees F.
- 3- Carpeted areas that produce Static Electricity.
- 4- High Dust or smoky areas.
- 5- High humidity areas.

The PARS dialer should be located in a well ventilated area. Make sure that both a power outlet and a telephone jack are within six feet of the installation site.

Power:

CAUTION: Do not connect or disconnect the POWER SUPPLY directly to/from the back of the PARS DIALER while the POWER SUPPLY is connected to 115VAC power. You MUST remove the POWER SUPPLY from 115VAC first! Failure to follow this warning could cause electrical damage to your PARS system.

The PARS dialer must ONLY be used with the POWER SUPPLY that is supplied with the unit. The POWER supply is designed to work on a 110-120VAC @ 50/60Hz power. Power circuits that are used for heavy current equipment such as large freezers, blowers, heaters, copiers, or any electrical equipment that uses large motors, should be avoided. Heavy current electrical equipment can cause power glitches over the power line which could interfere with the operation of the system.

Telephone Connection:

PARS's telephone line requirements are the same as a standard single line telephone that you would use at home, or the same as a fax machine. If the system is going to be dialing all day, we recommend that you connect it to a non published telephone line that is dedicated for this specific application.

Note: The PARS dialer is not compatible with modular jacks used for multi-Line ELECTRONIC PHONE SYSTEMS. If a standard single line home phone will not work in the jack, neither will the PARS dialer.

Ordering a Telephone Jack:

If you need to have a telephone jack installed by the telephone company, you will need to supply them with the following information:

FCC NO. AP4USA-35412-DI-E

REN : 1.3B

USOC No. (Jack Type) RJ-11C

Setup:

1- Connect the telephone cable that came with the PARS dialer to the telephone jack on the back of the dialer labeled "TELEPHONE". Connect the other end to your telephone jack.

2- Before connecting the POWER SUPPLY to 115VAC power, connect the POWER SUPPLY cord to the POWER jack on the back of the PARS DIALER. CAUTION: Do not connect or disconnect the POWER SUPPLY directly to the back of the PARS DIALER while the POWER SUPPLY is connected to 115VAC power. You MUST remove the POWER SUPPLY from 115VAC first! Failure to follow this warning could cause electrical damage to your PARS system.


3- Insert the Dialer System ZIP disk into the PARS ZIP drive on the rear of the system. The label on the disk should be UP, and the metal edge goes in first!

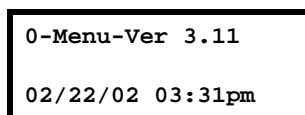
ZIP Disk Information:

The ZIP disk can be left in the PARS DIALER when disconnecting the POWER SUPPLY from power, but it can only be removed while the unit is connected to power. We recommend that you remove the ZIP disk when transporting or shipping the PARS DIALER long distances. If the unit should get bumped hard while the ZIP disk is in place, it could result in damage to the ZIP disk. To remove the ZIP disk simply press the EJECT BUTTON on the bottom portion of the ZIP drive. When the ZIP disk is partially ejected, then you may pull it out.

The ZIP disk is a standard ZIP 100 disk. If needed, you can purchase a replacement disk at your local computer store. When you first install a new ZIP 100 disk, the PARS DIALER will automatically format the disk. If you place a ZIP 100 disk into the PARS DIALER that was previously used to store files from a computer, the PARS DIALER will erase all files on the disk, then will reformat the disk for the BA1000 system.

MENU SCREEN

After powering up the PARS DIALER will display "0-Menu-Ver 3.11" on the top line, and will displays the current date and time on the bottom line of the display. The MENU SCREEN is the main starting point for all functions for the PARS DIALER. If you are in another mode and you wish to return to the MENU, simply press the  Escape key until this screen is displayed.



```
0-Menu-Ver 3.11
02/22/02 03:31pm
```

AUTO SLEEP MODE:

When the system sits idle at the MENU SCREEN, the PARS DIALER will automatically go into a SLEEP mode if there is no keyboard activity within approximately a 3 minute period. Pressing any key will wakeup the system. The SLEEP mode is a powered down state.

Setting the Clock:

1- From the MENU SCREEN press .

2- Enter the DAY followed by #. Where:

- 1= Sunday
- 2= Monday
- 3= Tuesday
- 4= Wednesday
- 5= Thursday
- 6= Friday
- 7= Saturday

Example, Wednesday would be: .

3- Enter the DATE, followed by #.

Example, February 3,2002 would be: .

4- Enter the TIME, followed by # then Escape.

Example, 12:02 p.m. would be: (press to change am/pm if needed)

.

When to make your Reminder Calls:

We suggest that you make all appointment reminder calls two days before the appointment. If you call the night before the appointment, the patient might have already decided not to make it but are too embarrassed to admit they are not coming. They also might have forgotten about the appointment and made other plans. Reminding them the night before might not be enough time to change their plans. Two days gives the patient enough time to adjust their schedule and to better prepare themselves for the appointment. It also makes it easier for the patient to request a re-scheduling of the appointment. It is important to design your outgoing message so that it politely reminds the patient of the importance of keeping the appointment and being on time.

The Two Call Modes:

The PARS DIALER has two different modes of making reminder calls. The first mode is called GENERAL and the second is called PERSONALIZED. Your first decision is to decide which mode is right for you.

GENERAL MODE:

With this mode you use a single message that is played to all parties. An example message would be:

"Hello this is Dr. Smith's office. We are calling to remind you of your appointment on Tuesday. If for any reason you feel that you will be late or will not be able to make your appointment, please leave your name and message after the tone. Thank You."

In this mode phone numbers can be hand entered on the PARS DIALER.

PERSONALIZED MODE:

In this mode the system plays two different messages to the patient. It intertwines the two messages to form one longer message. The first message, in two parts, is the **BASIC MESSAGE** that is played to all patients. The second message is a **PERSONALIZED MESSAGE** that is played to one specific patient. The **PERSONALIZED MESSAGE** is recorded when the phone numbers are entered into the system. The following is an example of the outgoing message:

"Hello, this is Dr. Smith's office. We are calling to remind you of the following appointment. Fred Thompson at 3 p.m. on Tuesday, January 16th. If, for any reason, you feel that you will be late or will not be able to make your appointment, please leave your name and message after the tone. Thank You."

In the personalized mode all numbers must be hand entered into the PARS DIALER system. After the phone number is entered, the personalized message is recorded. This process is repeated until all numbers and messages have been entered.

Deciding which Mode to use:

We recommend that you use the PERSONALIZED MODE if you have 200 or less patients per day. This mode provides your patients with the most information and improves patient communications. The following list shows the approximate time it will take a staff member to enter the numbers and to record the personalized message for each patient. These times are based on an experienced person entering the data. When the system is new you should expect longer times.

No. of Patients	Entry Time
50	14 minutes
100	27 Minutes
150	40 Minutes
200	54 Minutes

Times are based on 16 seconds per entry.

In less than an hour of one of your staffs time, you will have the PARS system dialing and contacting all of your patients.

If you have more than 200 patients a day to call , we recommend that use the GENERAL mode of dialing. .

Preparing for PERSONALIZED MODE:

The first step is to record the **BASIC** message. The **BASIC** message only has to be recorded one time. You do not have to re-record this message every day like the **PERSONALIZED** messages. The **BASIC** message has two parts to it. The following is an example of a **BASIC** message:

Part #1= *"Hello, this is Dr. Smith's office. We are calling to remind you of the following appointment."*

Part #2= *"If, for any reason, you feel that you will be late or will not be able to make your appointment, please leave your name and message after the tone. Thank You."*

You can change the wording of the message any way that you wish. Just remember that the PERSONALIZED message will be automatically inserted in-between part #1 and part #2 of the BASIC messages.

To Record The **BASIC** Messages:

1- From the MENU press **8** **#** **1**

The display shows:

Mic in & Press 1

NOTE: For **BEST** audio quality, hold the microphone approximately three inches away from your mouth; when the tone stops, immediately dictate your message.

2- Plug the microphone into the **MIC IN** jack on the rear of the PARS DIALER.

3- While holding the microphone three inches from your mouth, press **1**, wait for the tone to stop, start dictating 1st part.

"Hello, this is Dr. Smith's office. We are calling to remind you of the following appointment."

Press **Escape** **2**

Press **#** -wait for the tone to stop, start dictating 2nd part.

"If, for any reason, you feel that you will be late or will not be able to make your appointment, please leave your name and message after the tone. Thank You."

Press **Escape** ***** **#**.

Both parts of the message will be played back to you for verification. Repeat this process until the message is acceptable to you.

Entering **PERSONALIZED** information:

This step will be done every day prior to initializing a dial session. You will need to have a list of your appointments with the names, phone numbers, day and time. After entering each phone number you will then record a short PERSONALIZED message for that patient. The following is an example of a PERSONALIZED message:

"Fred Thompson at 3 p.m. on Tuesday, January 16th"

Simply follow the following instructions:

1- Make sure that the microphone is plugged into the MIC IN jack on the back panel of the PARS DIALER.

2- From the MENU, press

(2) (#) (1) (5)

The display will read:

```
0-Entry> 00000 N
```

3- Enter each phone number, exactly as you would dial it, then press #, example - 786-0000 is entered:

(7) (8) (6) (0) (0) (0) (0) (#)

4- Hold the microphone approximately three inches from your mouth.

5- Press (1) , wait for the tone to stop, start dictating the PERSONALIZED message.

"Fred Thompson at 3 p.m. on Tuesday, January 16th" Press (Escape).

3- Repeat steps 3 through 5 until all numbers have been entered. When done:

Press (Escape) to take you back to the MENU SCREEN.

Initializing a Dial Session:

Once you have entered all of your telephone numbers and recorded your **PERSONALIZED** messages you are ready to initiate a dialing session. The PARS DIALER is clock controlled and will only dial during the programmed dialing times. The factory settings allow dialing from 9a.m. until 9p.m., seven days a week. If you wish to change the dialing times see SETTING DIALING TIMES in the back of the manual.

1- From the MENU SCREEN press (3) (#)

Wait until it shows:

```
0-Entry> 00000  
---- #=Dial ----
```

Press (#)

The PARS DIALER will start dialing if the current time is within the programmed clock controlled times. If not, the dialer will display the Start Time and the Current Time.

When the dialer has completed it's dial session the display will show:

```
End of Session  
--- Press # ---
```

Press **(#)** to return to the MENU SCREEN.

Playing back responses from patients:

1- From the MENU SCREEN

press **(9)** **(#)**

Wait until it shows:

0=Play <<0000>>
1=Back 2=Advance

Press **(0)**

You can restart playing the current message by pressing **(1)** while the message is playing. You can skip to the next message by pressing **(2)** while the current message is playing.

When it stops & beeps 4 times, it indicated that you are at the end of the messages. To return to the MENU SCREEN :

Press **(□)**Escape **(1)**

Preparing for GENERAL MODE:

The first step is to record your GENERAL outgoing message. This message has to be re-recorded every day. The following is an example of a GENERAL message.

"Hello this is Dr. Smith's office. We are calling to remind you of your appointment on Tuesday. If, for any reason, you feel that you will be late or will not be able to make your appointment, please leave your name and message after the tone. Thank You."

You can change the wording of the message any way that you wish.

To Record The GENERAL Message:

1- From the MENU press **(8)** **(#)** **(1)**

The display shows:

Mic in & Press 1

NOTE: For **BEST** audio quality, hold the microphone approximately three inches away from your mouth; when the tone stops, immediately dictate your message.

2- Plug the microphone into the **MIC IN** jack on the rear of the PARS DIALER.

3- While holding the microphone three inches from your mouth, press **1** , wait for the tone to stop, start dictating.

"Hello this is Dr. Smith's office. We are calling to remind you of your appointment on Tuesday. If, for any reason, you feel that you will be late or will not be able to make your appointment, please leave your name and message after the tone. Thank You."

Press **Escape** ***** **#**.

The message will be played back to you for verification. Repeat this process until the message is acceptable to you.

Entering GENERAL phone numbers:

Manually Entering Phone Numbers:

1- From the MENU, press

2 **#** **1** **5**

The display will read:

```
0-Entry> 00000 N
```

2- Enter each phone number, exactly as you would dial it, then press #, then 3. Example 786-0000 is entered:

7 **8** **6** **0** **0** **0** **0** **#** **3**

3- Repeat step 2 until all numbers have been entered. When done:

Press **Escape** to take you back to the MENU SCREEN.

Initializing a Dial Session:

Once you have entered all of your telephone numbers and have recorded your **GENERAL** message, you are ready to initiate a dialing session. The PARS DIALER is clock controlled and will only dial during the programmed dialing times. The factory settings allow dialing from 9a.m. until 9p.m., seven days a week. If you wish to change the dialing times, see SETTING DIALING TIMES in the back of the manual.

1- From the MENU SCREEN press **3** **#**

Wait until it shows:

```
0-Entry> 00000  
----- #=Dial -----
```

Press **#**

The PARS DIALER will start dialing if the current time is within the programmed clock controlled times. If not, the dialer will display the Start Time and the Current Time.

When the dialer has completed it's dial session the display will show:

```
End of Session
--- Press # ---
```

Press **#** to return to the MENU SCREEN.

Playing back responses from patients:

1- From the MENU SCREEN

press **9** **#**

Wait until it shows:

```
0=Play <<00000>>
1=Back 2=Advance
```

Press **0**

You can restart playing the current message by pressing **1** while the message is playing. You can skip to the next message by pressing **2** while the current message is playing.

When it stops & beeps 4 times, it indicated that you are at the end of the messages. To return to the MENU SCREEN :

Press **Escape** **1**

Setting Dialing Times

The PARS DIALER is completely clock controlled. The system will only dial when you want it to. A different time period can be selected for each day of the week. The system can be programmed to dial only on selected days if desired. The factory default setting is from 9:00 a.m. to 9:00 p.m., seven days a week. The PARS DIALER also has an important safety feature which prevents the system from dialing past 9:00 p.m. and before 9:00 a.m. This will prevent the system from calling patients too late or too early in the day.

To change the dialing times, follow these instructions:

1- From the MENU SCREEN, press ***** **#** **#** **1**

2- Enter the DAY you wish to change followed by #. Where:

- 1= Sunday
- 2= Monday
- 3= Tuesday
- 4= Wednesday

5= Thursday
6= Friday
7= Saturday

Example, Wednesday would be: .

3- Enter the START TIME, followed by #.

Example, 10:00 am would be: (press to change am/pm if needed)

4- Enter the STOP TIME, followed by #.

Example, 8:00 pm would be: (press to change am/pm if needed)

5- Repeat Steps (2-4) until all days have been adjusted.

To Disable a Day from Dialing

To disable a day, simply make the STOP time the same as the START time for that day.

When you are finished press to return to the MENU SCREEN.

Customer Support

All operation or technical questions should be directed to the **Customer Support Center** at **916-786-6186**, between 7:30 a.m and 4:30 p.m., Pacific time.

Before calling the **Customer Support Center**, we request that you have your system set up and within arm's reach of the telephone. This is essential for accurate diagnosis of the problem. If the **Customer Support Center** determines that the unit must be sent in for repair, the following procedures **MUST** be followed.

Warranty Repair

You **MUST** call the **Customer Support Center** to report the problem the unit is experiencing and to provide us with the return shipping information and day time phone number.

- 1) Package the unit in the original box and packing material. If you do not ship your unit with the original packaging material you **WILL** be charged for the replacement of this material.
- 2) You are responsible for all shipping costs to the **Customer Support Center**.
- 3) The **Customer Support Center** will pay for UPS Ground shipping back to the customer **ONLY** during the first year of the warranty period, and only if the destination is within the USA. If the customer chooses any other form of shipment, or is located outside of the USA, the customer will incur all shipping charges.

Non-Warranty Repair

If your unit should require Non-warranty service, follow these procedures:

- 4) Follow the WARRANTY REPAIRS procedures.
- 5) The customer will pay 100% of all shipping charges to and from the **Customer Support Center**.
- 6) The customer will be charged for the following:

A flat rate labor charge.

All parts replaced.

Shipping charges

- 7) All repairs must be prepaid with Visa, Master Card, American Express, Cashiers Check or Money Order.

One Year Limited Warranty

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year from the date of the original invoice; excluding the ZIP disk, which is warranted for a period of 90 days from the date of the original invoice. Within this period, we will repair it without charge for parts and labor. To obtain warranty service the product must be returned, at the customer's expense, to SKUTCH Electronics along with a copy of the original invoice. After the unit has been repaired, SKUTCH will ship the PRODUCT back via UPS GROUND service at our expense. If any other form of return shipment is requested, the customer will pay for 100% of the shipping cost.

This Warranty does not apply if in the sole opinion of SKUTCH Electronics, the PRODUCT has been damaged by lightning, or any other Acts of God, or by accident, misuse, neglect, improper location (high dust or tobacco smoke prone areas), improper packing, shipping, modification or servicing by other than an authorized SKUTCH Service Center.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT SHALL SKUTCH ELECTRONICS BE LIABLE FOR LOSS OF PROFITS OR BENEFITS, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHER SIMILAR DAMAGES ARISING OUT OF ANY BREACH OF THIS WARRANTY OR OTHERWISE.