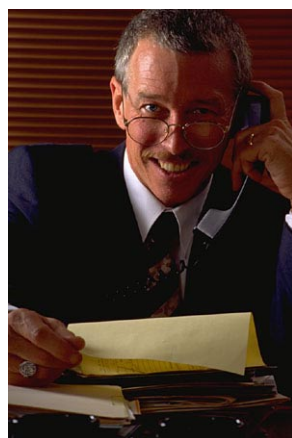


**THE AVAYA IR INTERACTIVE VOICE RESPONSE
SYSTEM WITH AMERICA'S HEALTHCARE
SOLUTION SOFTWARE FROM ACCUVOICE INC.**

Patient Account Status Line

*Is there a way to provide personalized account information to patients,
without overburdening the staff?*

Patient account status line by Accuvoice Inc. allows patients to access their account balance, payment history, or payment schedule.



Avaya IR

“Welcome to the Account Status System. Please enter the patient’s 9 digit Account Number.”

Caller enters 456098761

“For Account Balance press 1, for Insurance Company payments, press 2. For a fax copy of your bill, press 3. To leave a voice message for a Patient Representative, press 4.”

Caller enters 1

“The current balance on your account as of (date) is \$985.69. To repeat this message, press 1. To return to the Main Menu, press 2.”

***Your Interactive Voice
Response System increases
productivity without adding
employees.***

Application Administration

- Administered by a touch-tone telephone

Options

- Transfer during business hours to the billing department
- Fax copy of the statement
- Text to Speech

Benefits

- Reduction in need for employees to handle routine request
- Patients able to retrieve information quickly, 24 hours per day, 7 days per week
- Insures accuracy and completeness of information given to patients
- Lower cost to service patient accounts



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