



New Communication Service for Prairie Band Potawatomi Health Center Patients

Prairie Band Potawatomi Health Center is pleased to announce the addition of AudioCARE to our provided services. Coordination of care begins with coordinating schedules. Missed appointments can affect a patient's quality of care and negatively impacts access. AudioCARE is an automated patient communications platform that enables text casting and auto-reminder calling as well as patient-side interactive functions for general clinic communication, scheduling, and pharmacy use. It will allow patients to communicate regarding their appointments and request medication refills.

- **AudioReminders** will let patients know of appointment date and time via phone call or text messaging two days prior to an appointment. Prompts will allow patients to confirm, cancel or reschedule appointments.
- **AudioInquiry** gives patients 24/7 access to appointment dates and times so they can confirm, cancel or reschedule their appointments.
- **AudioREFILL** allows patients to order prescription refills and to check on the status of a prescription through an automated telephone line 24 hours a day, 7 days a week.

Prairie Band Health Center staff will be at the Elder Center over the lunch hour on April 10th, 11th, 16th, 17th, & 18th to help patients sign up for AudioCARE and answer questions. Patients may also gain assistance signing up for AudioCare anytime at the Health Center.

