

Hello, John. This is Hospital, do you have a new insurance, the one we have on file declined payment.

I do, what info do you need?

Sorry, this number is not monitored. Please contact us at [www.Hospital.com](http://www.Hospital.com)

THEN WHY DID YOU TEXT ME!?!?

Just being able to send a notification to a patient is great. However, often you need the patient to take some sort of action. So pushing out a text notification without allowing the patient to text back creates a frustrating experience for your patients.

With Redde's HIPAA compliant two-way texting communication hub, you can provide an engaging patient experience. From a single screen you can see:

- Automated Notifications
- Admin Manually Generated Messages
- Patient Responses

Now you can have a quick conversation with a patient across the communication channel they most prefer.

## REDDE Impact

**23%**  
Reduction to  
Calls to Billing

**10%**  
Payment  
Response Rate



Engaging to  
Interact With

**“Thank  
You”**

#1 Most Common  
Text Response