



# SR SPOTLIGHT

## Cover it all in just one call.

**W**hat if you could see a patient's information before you picked up the phone? Would it save time? Would it help you remember issues you might otherwise miss like an outstanding balance or missing insurance information? Would it improve patient experience? You bet it would.

With SR Spotlight, you can not only see who's calling but all the information that you might need for that call too. Overdue balance. Due for a recall. It's their birthday. Check, check, check. You can see it all and address it in one easy call. Talk about efficiency!



### How It Works

SR Spotlight seamlessly integrates with your VoIP phone system and practice management system to identify inbound callers. SR Spotlight will appear in a pop-up window triggered by the inbound call. The first thing you'll know is if the person calling is an existing patient or an unknown caller.

## For existing patients, the pop up shows important information for every member of the family:

- Next appointment date
- Recall due date
- Potential balance
- Insurance on file
- Missing contact information
- Upcoming birthdays
- Prescribed but unscheduled procedures

### Your Staff Will Get More Done

Staff won't need to look anything up, making the call faster and more efficient and ensuring your practice doesn't miss an opportunity to collect a balance or schedule an overdue appointment. Trust us, you'll save time and make more money without even trying.

### Patients Will Love It

So much is riding on a good patient experience. One of your patients' top complaints is feeling like a number, like you don't know them. Here's your chance to prove them wrong. Pick up the phone and call them by name. Answer the question and follow up with a reminder that the patient is due for an appointment. Talk about not feeling like a number!