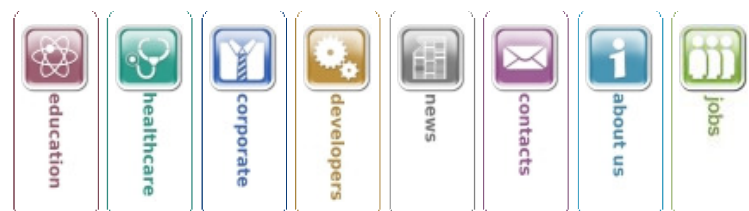


World class message delivery in education and healthcare

**Existing users**Username Password [Forgotten password](#)**edutxt ...**[Universities/Colleges or Schools](#)**meditxt ...**

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Application upgraded to v5.1

[more...](#)**meditxt - strategic patient communication**

meditxt is a dynamic communication tool that harnesses existing technology in a unique way. There are in excess of 58 million mobile phones in the UK, all of which are capable of receiving a text message, even when credit has run out. Some facts from a current survey indicate that:

- over 70% of the 58 million mobile phone users send and receive messages
- 95% of all messages are delivered within 10 seconds

The NHS is in an ideal position to benefit from this culture and technology to realise benefits and savings across a range of strategic issues.

There are more than 50 million outpatient appointments per annum in the NHS, the national average number of DNA's is over 11%. Reducing the number of DNA's or cancellations at very short notice is a significant target for NHS Trusts, which in turn reduces appointment wastage and therefore reduces waiting times. With DNA's costing approximately £80 per missed appointment, the cost of DNA is a significant resource issue. Clinic results services have significant resource requirements; staff time is lost whilst contacting, or waiting to contact patients. Patient service levels are improved by providing a higher level of access to clinics, complementing e-booking and creating a fully inclusive service especially for patients who can be hard to reach.

Existing projects have proven the value of this technology with reduction in DNA rates and improvements in efficiency and effectiveness.

Features

- Integrated solution, single address book
- Appointments scheduled from core booking system
- Letter history automatically updated
- Secure and personal messaging
- Modules for appointments, cancellations, results, repeats
- Inbox facility, appointment requests
- Templates for quick message creation
- One to many communication
- Intuitive and secure web control panel
- Full reporting and archiving module
- Minimal training and resource requirement
- UK fixed gateway-guaranteed message delivery
- Full system ownership
- Select relevant module, appointment reminder, clinic cancellation, results reporting etc.

Overview of functions

Once logged in the user is presented with the options to:

- View scheduled messages
- View inbox and reply to received messages
- Schedule messages to send later
- Select recipients and send messages, one to many
- Create/modify new template message
- View audit trail of all messages including delivery status
- Search address book, add, delete or modify contents
- Create new system users
- Create new clinics/departments
- View account usage

Benefits**User-friendly**

Requires little, or no training. The user interface is intuitive, and will be familiar to anyone who has navigated through web pages on the internet. This saves resource and improves efficiency.

Secure

System requires login and password access details. Messaging is secured with 128 bit data encryption. Full support package for system faults and ongoing help desk support, plus annual product releases.

Integrated

The system can be integrated to an existing system and therefore has access to all consultants and clinics. This allows specific appointment reminders to be configured for each, mobile phone details are recorded in the core system with patient consent also recorded. This follows care pathway processes.

Expandable

Any number of messages can be catered for. txttools servers are load tested to beyond any expected usage. Any number of patient/clinic/consultant data can be configured.

Flexible

System can have a corporate identity and be tailored to meet and improve existing working practices, removing the number of steps to contact patients.

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Data protection is managed by appropriate message content, organisations have full control over this.

Cost effective

Cost benefit cases prove the effectiveness of this solution. When compared with the cost of phone calls and postage, the solution creates benefit, however this is greatly increased when considering the costs of DNA reduction projects.

Technical

Any PC that can support Internet connectivity via a web browser newer than MS Explorer V5, Mozilla 5, Firefox, Opera etc.

Overview

Results of trials indicate that this technology can deliver considerable results in a short period of time. Cost justification and business cases are already proven.

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