



CareLogic | Vital Interaction

Create Meaningful Client Interactions with the Power of Automation

Providing an outstanding client experience begins long before the consumer arrives in your waiting room. It starts with clear and efficient pre-appointment communication and requires the same carefully curated stream of helpful information after. Vital Interaction uses state-of-the-art technology to reach consumers wherever they are and enables them to respond to your tailored messages in the way most convenient for their personal needs. Let their system work for you – so your staff can deliver an improved and truly stellar client experience.

The Automated Client Intelligence platform from Vital Interaction enables behavioral health and human services organizations to connect with clients more effectively to deliver high-quality, cost-effective and personalized care. Vital's intuitive, easy-to-configure solutions facilitate quality client interactions with automated touchpoints that deliver the right information at the right time.

No-show rates in outclient settings range **between 23.1% and 33.6%**

Vital Interaction's Solutions at a Glance:

- **Appointment Management:** Reduce no-shows and last minute cancellations
- **Front Office Automation:** Optimize workflows and save valuable time
- **Patient Reactivation:** Prevent patient leakage on your schedule and recover lost patients with Vital Interaction's Smart List Engine
- **Patient Communications:** Build lasting relationships with your patients and create better experiences

Empower Your Agency By:

- Reduce no-show rates by up to 30% and fill available slots
- Chat directly with clients via HIPAA compliant text messages
- Assist clients with pre-appointment reminders and personalized instructions
- Deliver post-appointment satisfaction surveys
- Automate recalls and reactivate lost clients
- Organize your waitlist and reach out to clients with ease
- Build actionable workflows that leverage automation and save staff time
- Tailor worklists and workflows to meet your agency's unique needs
- Send emergency cancellation or delay notifications that save time and inform clients

Value of a Partnership with Vital Interaction

- Integrate smoothly with CareLogic to reduce manual processes of appointment and schedule management
- Meet clients preferred communication methods with consent capture for text, email and voice call options
- Address unnecessary gaps in providers schedules to with waitlist management and outreach
- CareLogic appointment status will automatically update when the client cannot keep an appointment
- Staff receive an alert for canceled appointments in CareLogic My Alerts so appointments can be rescheduled and your waitlist prioritized



Make your practice more profitable and build lasting relationships with your patients.

Contact us today at BDRteam@qualifacts.com to learn more.

