

# PenConnect™

*results and reminders via phone or e-mail*

PenRad systems can be expanded to reduce cost and patient anxiety by using the PenConnect system. This provides instant result and reminder notification by Email, text messaging and/or a voice message. If the message is not retrieved in a timely manner, the correspondence is automatically printed for mailing.

**Results by Phone** - Allows the patient to hear a brief message regarding the results of the exam, and if necessary, the patient can automatically be connected to the breast center.

**Reminder by Phone** - Initiates reminder call directly to patient offering direct connection to scheduling.

**Result by Email** - Notifies patient that results are available and provides a secure link to retrieve.

**Reminder by Email** - Notifies patient that it's time to schedule an exam with a secure link.

**Audit trail** - Whenever a message is retrieved, the calling phone number, time and length of call or Internet ID and time are automatically recorded for an audit trail. The correspondence, the letter and/or the message can be automatically delayed to allow physicians an opportunity to review the exam prior to patient notification. For example; patient message "not available now, try later", and/or for sensitive results; "results are not available on-line and your results will be mailed".

**Simple patient operation** - At the time of exam, patient receives a Calling Web card with their PIN pass-code. Card is pre-printed with a phone number along with web address for results (use card as a promo, fits in wallet).

**Phone system** - Uses your facility's Internet connection along with PenConnect IP phone technology (like cable phone). Facilities select their own phone number, record their greeting along with a voice recording for each of the correspondences one-time and multiple languages. In addition, during the voice message patients can tap 1 to repeat the message, tap 2 to automatically dial and connect to your center, or tap 3 to automatically connect to the referring physician based on the correspondence.

**Email system** - Patient receives message from breast center with link to custom web portal, enters in their pass-code and retrieves their results.



## Sample Calling Web card

**PenRad**  
the mammography solutions provider

**WomanCare Result Line**

Retrieve your exam results anytime by calling  
**763.475.3388**  
or visit [www.PenRad.com](http://www.PenRad.com)

Follow instructions on back of card.

Scheduling: 763.475.3388      Breast Center: 763.475.3388

Enter the 7-digit PIN below followed immediately  
by your 2-digit month and 2-digit year of birth.  
(January=01 December=12)

For example, if PIN is 7234567 and you were born  
in October (10), 1945 enter 72345671045

PIN: \_\_\_\_\_

*Thank you for using the WomanCare Result Line.*