



To Our Patients

In the next month our Health Center will implement its newest service for you. This service, HouseCalls, is a personalized appointment reminder system that will call your house to remind you of upcoming appointments with our office.

HouseCalls will access your home phone number and deliver an informative message pertaining to your next appointment. After you hear your appointment reminder message, HouseCalls will allow you to confirm your appointment, replay the message or leave a message for our office.

Generally you will receive the call one or two days prior to your appointment. To ensure that you receive your appointment reminder we will schedule HouseCalls to call you between 5 and 8 pm. If you are not available, HouseCalls will leave a message on your answering machine.

We have decided to implement HouseCalls because we feel it is important to provide a higher level of service and a more efficient means of communication. Additionally, HouseCalls will enable our entire staff to fully concentrate on serving you during your appointment. As always, you can contact our office during our regular office hours.

We are looking forward to your feedback on HouseCalls. If you have any questions for us, please feel free to contact us at your convenience.

Sincerely,

Ed Sayer
Executive Director
Hilltown Community Health Centers Inc.