

Business Alerts

“ If I had only known... ”

With HCRM Business Alerts, you'll never miss out on critical business opportunities or be unaware of urgent customer issues. HCRM Business Alerts monitor your data pro-actively for defined business conditions and automatically sends alerts when conditions are met.

Stay Informed -Always

HCRM Business Alerts allow you to actively notify employees, management, business partners or customers of critical, time-sensitive business issues via e-mail, fax, pager, PDA, cell phone and/or Web browser—automatically.

Behind the scenes HCRM Business Alerts proactively monitor your database, incoming e-mail, and even other applications if you require. Once a critical event or condition that may impact business performance or customer satisfaction is identified, HCRM Business Alerts automatically respond by sending notification messages, distributing reports, updating applications with new information, or other defined activities.

Sample HCRM Business Alerts...

- Notify marketers upon receipt of referral or admission
- Notify marketers of important scheduled activities
- Notification - top rated referral sources with no marketer activity
- Notification - patient, client, or referral source complaint and resolution status
- Generate and distribute reports:
 - Referrals, admissions, non-admissions
 - No referrals from top rated referral sources in x days
 - Referrals recorded yet still not admitted
- Upon discharge, schedule marketing activities promoting additional agency services

While HCRM Business Alerts monitor many pre-defined business conditions, we offer the ability to tailor the conditions and alerts to meet your agency's specific needs.

If knowledge is power, knowledge in motion is the power to succeed. By adding HCRM Business Alerts, you can effectively eliminate the “If I had only known” syndrome that afflicts so many organizations today.

Contact us for more information on how HCRM Business Alerts can help you.

HomecareCRM is developed, marketed and supported by Contactivation, a Sage SalesLogix CRM Platinum Business Partner with extensive CRM and homecare expertise.