



TelTech Systems' MediCall Service

Glossary for Voice Messages

Voice Connection – A person answered the telephone call. (message was delivered)

Positive Answering Machine – The message was left on an answering machine or voicemail. (message was delivered; it is possible that patient confirmed; see below).

Operator Intercept – The call was not completed, either because the phone number was incorrect, there were problems with the phone line, or the patient has a “Robo Call” type of device to prevent telemarketing calls from being received (message NOT delivered).

Line Busy – OR – No Answer – The phone number was called and after three attempts, the call was not completed – the message indicates the result of the LAST attempt (message NOT delivered).

User Abort: The call was answered and the patient immediately hung up the phone (message NOT delivered).

Cadence Break – The call WAS completed and the message was either heard or left on an answering machine, but the system could not determine whether a person or answering machine received the phonecall.

Confirmation 1: Confirmed – The patient (or someone at the phone number called) picked up the phone and listened to the message and pressed 1 to confirm the appointment (message was delivered, appointment was confirmed).

Confirmation 2: Canceled – If specified in the message that the user should press 2 to Cancel, this indicates that the patient did press 2. NOTE: this appointment was NOT canceled in your scheduler; this is only an indicator that the patient specified that the appointment should be canceled.

Confirmation x: (x is any other digit) – The patient pressed an incorrect number on his/her telephone keypad.

Confirmation None: No number key was not pressed. This does not mean the appointment was cancelled, only that the patient did not press the 1 key to confirm (or any other number key).