

1 Filter down to the patient roster of interest based on department, clinic or physician.

2 Sort or filter patients by using the roster headers (if necessary).

3 Know which at-risk patients need a call reminder for upcoming appointment.

i Check the patient's primary language prior to calling.

i Click to download your roster in Excel, CVS or PDF

REGISTRIES Interventions > Smart Calling Specialty Roster

Filter Ntwk [dropdown] Specialty All [dropdown] Clinic All [dropdown] Physician All [dropdown] APPLY RESET

Patient Search Last Name [input] MRN [input] Q SEARCH CLEAR

	Name	Due for Call	Comment	Language	Provider	Appt Type	Appt Date	Department	Appt Status
▶	John Doe 12345678	N		Portuguese	Martini,David John	CONSULT	Mon Aug 22, 2:15PM	MGP SURG ONC DANMOB	Completed
▶	Jake Doe 12345678	N		English	Staszewski,Robert	FOLLOW UP	Tue Sep 6, 6:45PM	MGH DERMATOLOGY RHC	Arrived
▶	Jane Doe 12345678	N		English	Russell,Gary J	FOLLOW UP	Wed Aug 24, 8:30AM	MGP PED GI NUTR DANMOB	Completed
▶	Jill Doe 12345678	N	Left message to patients mother	English	Rebello,Gleeson N	NEW PATIENT	Fri Sep 9, 10:00AM	MGP ORTHO SURG FXB	Cancelled
▶	Juli Doe 12345678	N	Rescheduled appt	English	Kaban,Leonard Bruce	OFFICE VISIT	Thu Sep 8, 3:30PM	MGP ORALMAX SURG WAC2	Scheduled

4 Click arrow to open patient contact information.

5 Note your outreach effort.

TopCare No-Show Roster displays:

- Patients at-risk for no-show 3 weeks prior and 1 week out
- Patients with a greater than 10 percent risk for no-show
- Rosters can be shared between outreach team members

Improve outpatient clinics No-Show rate by identifying at-risk patients ahead of time

Why us ?

Pop Health IT Is What We Do:

TopCare™ originally developed by the Massachusetts General Hospital's Laboratory of Computer Science (MGH LCS) to support the ACO needs of Partners Healthcare and population-based clinical trials at MGH and Brigham and Women's Hospital (BWH). We have more than 12 years of population health research and development with proven success in ACO's and value-based care. Email us for our list of Peer-Reviewed publications.

Future-Proof Your Pop Health Capabilities:

Research-driven tools enable us to remain at the frontier of population health technology. We develop many IT tools used by MGH and BWH, and translate our lessons learned into solutions for community health centers.



What you get ?

- Off-the-shelf "actionable" No-Show Roster that predicts which patients are at-risk to not show up to their clinic appointments
- Ability to automatically pull data from your scheduling system
- Provider- and patient-facing interface to power your messaging or notification systems
- Ongoing 2nd-Tier support. Continuous version updates based on ongoing development