AUTOMATED HOSPITAL APPOINTMENT REMINDERS - SYSTEM

Oxford University Hospitals is using new software to answer your call and direct you to the correct department; this software is called 'Netcall'

The software also offers an automated appointment reminder system which telephones patients to remind them they have an appointment.

When the system is installed, we will no longer send out paper letters to remind you about your appointments: you will receive a telephone call and, if appropriate, a text message.

You will also be able to cancel and rebook appointments more easily, after you have received your telephone call or text.

We are rolling out the system at the John Radcliffe Hospital, Churchill Hospital and Nuffield Orthopaedic Centre in Oxford, and at the Horton General Hospital in Banbury. We expect it to be fully operational in March 2017.

It will be possible to 'opt out' and continue to receive paper letters

For more information about Oxford University Hospitals please visit
www.ouh.nhs.uk