



NEW!

**Coming Soon:
Audiocommunicator
Referral Reminder**

Regional Health Command Europe is in the process of implementing a new referral reminder system for patients who have a referral for specialty care.

Beginning 30 November 2016, all patients who are being referred for specialty care will receive automated calls from their Military Treatment Facility (MTF) reminding them to make an appointment with a MTF specialist and/or host nation specialist. Calls will be placed to the phone number listed in CHCS (the clinic's medical record system).

Patients should expect an automated call once referral has aged to: 2 days, 7 days, 14 days and again at day 20. Patients will receive a total of 4 automated reminders for each referral unless they take action to interrupt the call schedule.

The call schedule can be interrupted by responding to the automated call survey or by contacting your MTF at the phone number listed in the automated script to report your appointment date and the name of the specialist you have an appointment with or letting them know that you do not plan to use your referral.

Regional Health Command Europe (RHCE)

