



CS Contact

Reduce No Shows
Improve Patient Communication
Optimize Your Workflow

CS Contact

CS Contact uses an automated system to send SMS messages and/or emails to patients, so your staff doesn't waste time making reminder calls or mailing out postcards and letters and you don't have to spend money on stamps, stationary, and other supplies.

Since CS Contact makes communication more convenient for your patients, you'll build longer and more positive relationships with them as well.

CS Contact SMS Messenger **NEW!**

Looking for a faster way to communicate with your patients? Send SMS messages and view messaging threads directly from CS OrthoTrac or CS PracticeWorks with our new CS Contact Messenger.

Appointment Reminders

Reduce phone calls and staff time, let CS Contact do it for you. CS Contact will automatically send SMS and/or email messages to your patients to advise them of an upcoming appointment. You choose when messages are sent to patients and CS Contact takes care of the rest.

Booking Reminders **NEW!**

Why print an appointment ticket?

CS Contact can send a digital appointment tickets to your patients at the time of booking an appointment.

Instant Messaging UPDATED!

Send Periodic Newsletters and COVID-19 updates to your patients with ease

With a range of ways drill down on your data, your office can create and send messages to one patient or groups of patients quickly and easily.

Templates can be created and used to speed up messaging, making it quick, easy and consistent to use, regardless of the staff member sending a message.

Recall Reminders

Still sending letters and calling patients to schedule a recall appointment?

The Recall module operates on a three-message campaign with the ability to send both SMS and email messages. The time intervals for messaging can be set by your office to support your current Recall Contact routines and messages can be tailored for first, second and third contact.

Statements NEW!* (CS OrthoTrac only)

Automated statement messaging works seamlessly with the CS OrthoTrac Statement process. Simply generate a statement in CS OrthoTrac and CS Contact will send the statement by SMS or email to the Responsible Party.

Responsible Parties receive a web link to view their statement and webpage reports gives you full visibility on whether the statement has been viewed, printed or saved by the recipient.

Your Brand UPDATED!

CS Contact Email messaging uses HTML based emails which are sent on your behalf from an email address you designate. Carestream Dental can provide basic branding changes to the HTML templates used for Email messaging with CS Contact. It is also possible for CS Contact to send messages that match your online or digital image. If you are interested in advanced branding and what is involved, please contact our team.

Two Way SMS Support

Two Way SMS messaging provides enhanced communication through SMS, allowing your staff to have a conversation with Patients by SMS through CS Messenger.

Two Way Messaging also allows your patients to confirm their appointment by replying to the Appointment Reminder SMS, with the appointment being confirmed in CS OrthoTrac and CS PracticeWorks.