

Total Recall Solutions BH, Inc provides a patient communication system for health care practices.

The system sends out timely, appointment-related voice messages to patients on behalf of their health care practices. The content of the messages and the times and frequency that they are sent out, are determined by the practices themselves and can be modified at any time.

Before the company authorizes practices to use the system to send out voice messages using its business phone number, a 3-step vetting process is carried out:

1. The company's support team charged with setting up the client throughout the registration process, verifies that the business phone number submitted by the practice is the same one that appears on the client's website and other public listings
2. The support team will contact the client directly using the business phone number, to ensure that it is a valid phone number and is being used as the client's business number
3. The support team directly enters the client's business phone number into the system to ensure that this is the only number that will be used by the practice to send out calls. There is no option for the practice to enter a second phone number in the system from which to send messages.

As an additional built-in safeguard, clients can only prepare messages that are sent to existing patients who have a verified and enabled patient file in the practice's database. Individual patients also have the option to opt out at any time, from receiving voice messages from the practice.