



Healthcare CRM System & WhatsApp Platform for Hospitals & Medical Centers

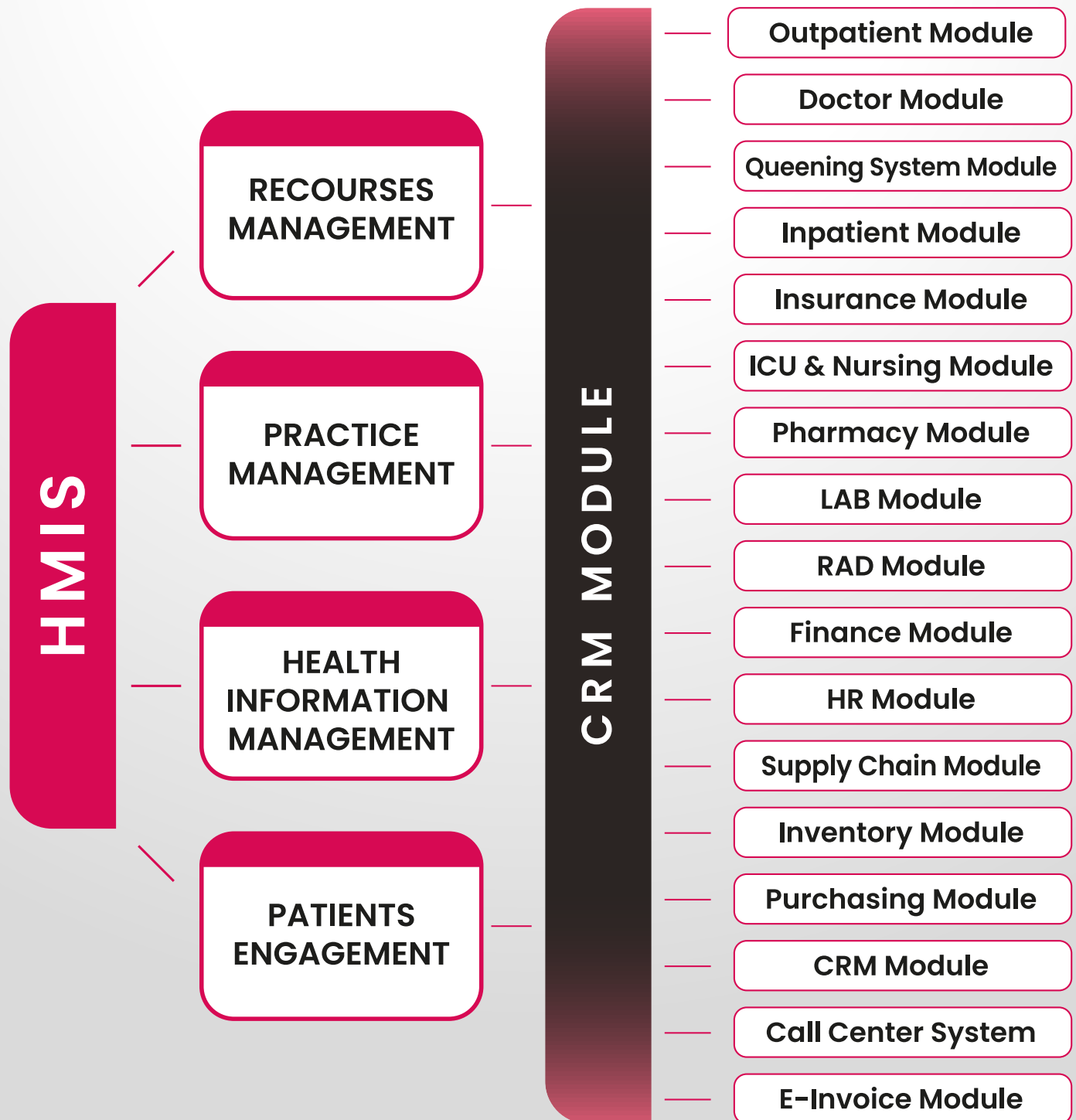
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LINK CRM SYSTEM MODULE NAME

CRM (LEAD MANAGEMENT) MODULE

- Account
- Content
- Lead Creation, and Lead activities
- Lead Status Management

SOCIAL MEDIA PLATFORM INTEGRATION

- Facebook
- WhatsApp
- Instagram
- Snapchat
- TikTok
- X (Twitter)
- Google Platform
- Google Search
- Landing Pages
- Website

HIMS INTEGRATION WITH CRM

- Hospital Cancellation
- Confirmation
- No Show Survey
- Daily Review
- Medical Audits
- DAMA

CALL CENTER

- Inbound platform
- Moderation
- Lead Block List
- SMS Module
- Outbound direct dialer

MARKETING MODULE

- Digital Marketing Campaign Plans
- Digital Marketing Campaign Activity
- Event Planning & Event Activity
- Corporate Planning & Corporate Activities
- Community Planning & Community Activities
- Sales Planning & Sales Activities
- Loyalty Program





LINK CRM SERVICES

MEDICAL AUDIT

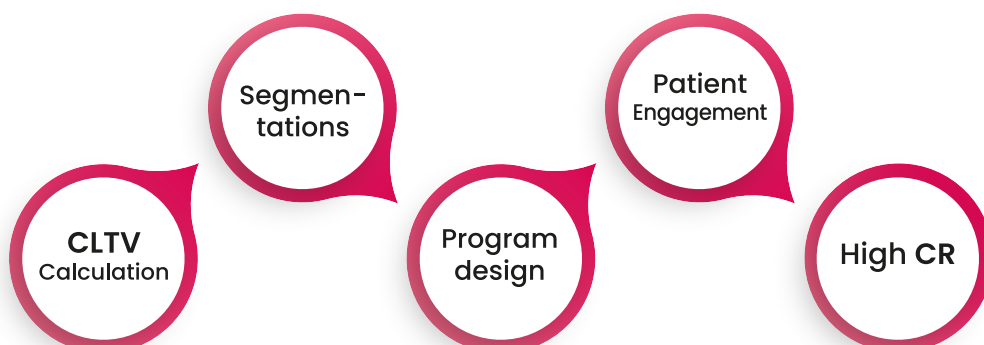
- ▼ Medical auditing, like all audits, is the process of examining and reviewing documents and records to ensure accuracy.
- ▼ Medical auditing takes it a step further and examines medical records to ensure that doctors and medical facilities are in compliance with the rules and regulations of the medical field.

PROGRAM MANAGER

- ▼ A well-designed and executed CRM strategy can help you keep track of your customers' needs and preferences, which in turn leads to increased sales and customer satisfaction.
- ▼ Patients segmentation according to medical and non medical segments.
- ▼ Design Personalized program for patients.

PROGRAM MANAGER

- ▼ Provided by a medical organization to its patients, including answering questions about their health, scheduling appointments, and handling billing issues.
- ▼ Follow up with patient to conduct medical program.





WHATSAPP DCC (DIGITAL CONTACT CENTER PLATFORM)

Omni channels such as Whatsapp, SMS, Facebook, Messenger, Instagram and Tiktok.

Accept online reservations from any digital platform application or website.

Online payment and billing and pricing inquiries.

Artificial intelligence chatbots.

Telehealth clinics using video and voice chat.

Automate patient outreach.

Online appointment scheduling.

Enhance patient satisfaction and retention.

Improve agent experiences and reduce costs.

Online patient education modules

