

**67%** decrease in
no-shows**10%** more
screening
capacity**0** additional
staff
required

A better path to screening.

Phone tag. Manual intake. No-shows. Carrick unified phone support, two-way texting, voicemail transcription and AI-assisted intake for NLHS Breast Screening, simplifying access for patients and freeing up staff time.

The Challenge

A Phone System That Could Not Keep Up

Patients struggled to get through to book, cancel, reschedule, or ask questions, while staff spent significant time managing calls and voicemail.

The Solution

A Unified Communication Channel

Book, confirm, cancel, reschedule, or ask questions. No busy signals. No hold. No missed screening opportunities.

"The phone system was **transformative**.

Bringing texting, phones, and voicemail together gave the program a multi-modal communication channel that changed how patients reach us and how staff manage conversations. That **all-in-one approach** was key to the success of the Breast Screening Program."

Greg Doyle

Manager, Breast Screening Program
Newfoundland & Labrador Health Services



NL Health
Services