

Conversation tactics to keep patients on their resupply program

At first, some patients may not be familiar or comfortable with an automated outreach program. Therefore, you can use the following tactics to encourage patients to stay on their resupply program.

- For IVR calls: Explain to the patient that they can say “Customer Service” at any time during the call to speak to a live agent.
- Explain to the patient that if they answer the questions (even to say they don't need supplies), the outreach stops until the next resupply cycle begins.
- Explain to the patient that this service is meant to help maintain optimal comfort with therapy.
- Ask the patient if they'd prefer to be contacted at a different time of day (the system default for outreach is between 5:00 p.m. and 8:00 p.m. on weekdays).
- Ask the patient if they want to provide a different contact method that's more convenient for them. Options are:
 - Text message (SMS)
 - Email
 - IVR (Faith)
 - Live call (if enable for your organization)

If you're still unable to convince the patient to remain on their program, use **patient education** tactics to educate them about the benefits:

- Provide the recommended timelines for replacing sleep therapy equipment.
- Review research articles with your patients.
For example, [CPAP Masks are Sources of Microbial Contamination](#), Horowitz, Horowitz and Chun, 2009