



## I. Their experience before using Yosi.

1. What were you using before this product/service?
2. Summarize three points of frustration you faced.
3. What was the big ah-ha moment when you decided you needed to try something new?
4. What were the top reasons you selected this product/service?

***“Before using Yosi we were experiencing a very high number of no-shows and last minute cancellations. We also had complaints from patients about our long intake forms. After a particularly bad week -with 15 no-shows - we decided to begin searching for a solution. We selected Yosi after experiencing them from the patient side, which was completely seamless.”***

## II. Their experience using Yosi.

5. How easy or hard was it to get started with this product/service?
6. How has it helped you to overcome the challenges you had before?
7. How is it different than other alternatives you've tried?
8. What is your favorite feature? Why?
9. Tell me about the most positive experience you've had using this product/service.



***“Getting started with Yosi was so simple. We provided our customized forms and they digitized them. They even provided an iPad for one of our locations to get started. We were trained in office briefly on how to best use the dashboard and then we were off and running. The main difference with Yosi is that everything is customizable. We are able to send pre-visit instructions to patients that are integral to our practice. Since we’ve begun to use Yosi confirming appointments has been so much faster and more accurate. We are dramatically cutting down on the phone calls made by our billing department and allowing for easier communication with patients.”***

### **III. Their results with Yosi.**

10. How has this product/service helped you achieve your business or personal goals?
11. What specific metrics can you share about the impact it has had?

***“After more than a month using Yosi our no-show rate has decreased 75% and our confirmation rate is up to over 60%. We went from having 10 no-shows a week to 0-2. It is saving us thousands of dollars a day.”***

### **IV. Would they recommend Yosi to other medical offices.**

12. What is the single biggest reason you would recommend our offering?

***“Yosi’s focus is problem solving. Everyone on their team has been a dream to work with. They are incredibly responsive and solution-oriented. We can’t wait for them to roll out new features. It’s been a wonderful business decision and a pleasure to work with them.”***