



NEWS RELEASE

Contact: John Tadlock
800-286-4456

jwt@tavoca.com

Fax: 214-292-8412

Tavoca Partners with New Patient Express

Ft. Lauderdale, FL August 3, 2003 Tavoca and New Patient Express announced today that New Patient Express will use Tavoca's automated appointment reminder services.

New Patient Express [www.newpatientexpress.com] specializes in new patient paperwork and insurance eligibility verification services. Before a patient ever steps in the door of his or her doctor's office, their paperwork has been completed, either online by the patient or over the phone with the assistance of a customer service representative. The advantages to the doctor are obvious - accurate, computer-printed, easily-readable patient information and health history forms instead of handwritten, hurriedly completed lobby-based forms.

One element that New Patient Express chose to include in their service package is an automated telephone reminder for the patient. When a new patient schedules their first appointment, the staff provides instructions regarding the New Patient Express registration process. The patient is given a web site address and a doctor ID code to use for registration. For patients that do not have Internet access, a toll-free number for telephone registration is provided.

Once the patient has been added to the system, they receive a reminder call if needed to encourage them to complete their registration. Then, the day before the appointment, the patient receives another reminder call to confirm the appointment date and time. The fully automated reminder calls are provided by Tavoca. The calls are initiated by a secure data exchange between the two companies.

Tavoca provides a variety of automated telephony solutions, including appointment reminders, test results messaging, mass message delivery, personal reminders, wake up calls, as well as customized solutions for civic, educational, religious and government organizations. You can learn more about Tavoca by visiting www.tavoca.com.