

PatientMiner[®]

Overview and Frequently Asked Questions



We are excited to provide you a proven Direct-To-Patient communication tool, PatientMiner, that will help increase patient retention in your practice.

What is PatientMiner?

PatientMiner is innovation in targeted direct communications! It's a unique HIPAA and HITECH compliant program that automatically targets patients using the data already in your computer.

PatientMiner enables you to send out informational mailing pieces that are personalized to your patients, and on your letterhead. From "Mining to Mailing" it's fast, easy, runs in your office, and each mailing is done automatically for you!

Why Participate with PatientMiner?

We know that you wear many hats. Beyond successful diagnosis & treatment you must build practice profitability through professional communications. Regular patient recall and communication about your products, services, and knowledge of eye health build better patient retention.

Considering that it can cost up to 10 times more to acquire a new customer than to retain an existing one, why not let PatientMiner help you reach out to your existing patient base? It's fast, easy, economical and secure.

What Happens Next?

You will be contacted by a representative from TOS Systems to download a small software program onto a computer in your practice.

This software automatically "mines" the patient data in your computer to create your targeted patient list. This list is then securely transmitted to TOS Systems who, on your behalf, fulfills your mailing. Only about 15 minutes of your time is needed.

Frequently Asked Questions & Data Privacy

Who is TOS Systems?

As an established technology company, TOS Systems' expertise is with practice management software and secure data handling. Thousands of healthcare practices currently reach their patients through PatientMiner communications.

Will anyone contact your patients?

NO. Your patients will receive mailing piece(s) addressed from your practice. After a mailing is complete, your patient target list is destroyed and not shared with any other party. TOS Systems provides assurance with a signed Business Associate Agreement that details the steps implemented to protect the privacy of your patient data. Data privacy is at the core of TOS Systems' business success.

Why can you trust us with your patient data?

TOS Systems has established an impressive track record of flawlessly protecting the privacy of patient data while providing PatientMiner to thousands of practices across the nation. Our methods for securing patient data has led to all participating practices to be satisfied with the result.

What's in it for your practice?

We are providing the opportunity to extend your patient reach and build upon your valued patient relationships. Research has shown that customers leave because of indifference or because they think no one cares.

PatientMiner communications allow you to show your patients how much you value their health and loyalty to your practice, and will keep them coming back to you for all of their eye care needs.

For more info please contact TOS Systems directly at:

(800) 815-3218

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