



The care experience of the future is already on WhatsApp

Bring your clinic communication together in the channel patients already use — bookings, reminders and pre-appointment with AI answering 24/7 and the team free for what is clinical.

- Appointment booking
- Automatic reminders
- Digital pre-appointment
- Payments and documents

The channel patients already use

No apps or portals with forgotten passwords: the patient books, confirms and asks questions on the WhatsApp they already have open.

Fewer no-shows

Automatic WhatsApp reminders and confirmations — opened within minutes — fill the calendar and cut no-shows.

A more organised calendar

AI handles bookings, rescheduling and the waiting list 24/7, without overloading the front desk.

Privacy and compliance

Secure communication, with access control and logging — clinical data stays protected and auditable.

~98%

of messages opened — and read within minutes

24/7

bookings and support, every day

–30%

estimated no-shows with reminders and confirmation

1

channel for calendar, documents and payments

THE CHALLENGE

A front desk drowning in calls — and a calendar full of no-shows

- Repeated calls and messages to book, confirm and reschedule
- No-shows and idle slots that cost clinical time and revenue
- Manual front-desk processes that take time from the patient in the room
- Exam preparation and documents sent across several channels
- Information scattered across teams, calendar and clinical system

THE SOLUTION

Zapify turns WhatsApp into the clinic digital front desk

- A WhatsApp assistant with AI and handover to the front desk when needed
- Automatic booking, rescheduling and waiting list, 24/7
- Reminders and confirmations that reduce no-shows
- Pre-appointment, forms and exam preparation by conversation
- Payments, receipts and post-appointment guidance in the same thread

USE CASES IN CLINICS AND HEALTHCARE

From booking to post-appointment — all by conversation

From the first booking to follow-up after the appointment, every moment handled on WhatsApp.

01 Appointment booking

Specialties, professionals and times chosen by conversation, 24/7.

- Choice of specialty
- Professional and time
- Instant confirmation
- Syncs with the calendar

02 Rescheduling and cancellation

Quick changes and a waiting list that fills every open slot.

- Reschedule in seconds
- Simple cancellation
- Automatic waiting list
- Slot filling

03 Reminders and confirmations

Fewer no-shows with reminders and attendance confirmation.

- Automatic reminders
- Confirmation by button
- Advance notice
- Same-day nudge

04 Preparation, forms and documents

Pre-appointment, exams and consents handled before arrival.

- Preparation instructions
- Forms and triage
- Informed consents
- Document sending

05 Payments and post-appointment

Links, receipts, guidance and return without email back-and-forth.

- Payment links
- Appointment receipts
- Post-appointment guidance
- Return booking

06 Campaigns and reactivation

Prevention, check-ups and reactivation of inactive patients.

- Check-up reminders
- Prevention campaigns
- Reactivation of inactive patients
- Seasonal screenings

A PLATFORM CONNECTED TO YOUR CLINIC

Integrates with the systems you already use

Zapify connects to your clinical management software, calendar and billing to automate patient communication.

Clinical management software

Calendar & bookings

Billing & payments

Forms & consents

Patient CRM

Reminders & notifications

BI & reports

Webhooks & API

BENEFITS FOR EVERYONE

Advantages for your clinic

For patients

- Fast, practical replies
- Less waiting and more autonomy
- A simpler experience

For the clinic

- Less admin load
- Centralised support
- A more productive team

For management

- More confirmed appointments
- Better calendar occupancy
- Metrics and efficiency

For compliance

- Secure communication
- Controlled access
- Logging and audit

Put WhatsApp to work for you

30 days free. No card. With our team helping you get started.

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