



# County of Monterey

Item No.27

## Board Report

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

Legistar File Number: A 26-281

July 07, 2026

**Introduced:** 6/10/2026

**Current Status:** Natividad Medical Center -  
Consent

**Version:** 1

**Matter Type:** BoS Agreement

Authorize the Interim Chief Executive Officer for Natividad Medical Center (NMC) or a designee to execute amendment No. 3 to the agreement (A-14127) with Televox Solutions, Inc., a subsidiary of West Technology Group, LLC for patient notification services, adding \$82,000 for a revised total agreement amount not to exceed \$252,200 with no changes to the term of Agreement October 1, 2019 through September 30, 2026.

### **RECOMMENDATION:**

#### **It is recommended the Board of Supervisors:**

Authorize the Interim Chief Executive Officer for Natividad Medical Center (NMC) or a designee to execute amendment No. 3 to the agreement (A-14127) with Televox Solutions, Inc., a subsidiary of West Technology Group, LLC for patient notification services, adding \$82,000 for a revised total agreement amount not to exceed \$252,200 with no changes to the term of Agreement October 1, 2019 through September 30, 2026.

### **SUMMARY:**

NMC utilizes Televox as an automated appointment reminder system to support patient access and reduce missed appointments. The services provided include outbound appointment reminders via text message, that include options for patients to confirm, cancel, or request rescheduling. These capabilities are designed to improve clinical efficiency, optimize provider schedules, and enhance patient engagement.

To ensure deliverables are met, NMC follows a structured operational and monitoring approach that includes system configuration, integration validation, and ongoing performance review.

### **DISCUSSION**

The Televox appointment reminder system provides significant operational and patient care benefits to NMC. From an operational perspective, the system helps reduce no-show rates and late cancellations, which improves clinic efficiency and maximizes provider utilization. Automated reminders reduce the administrative burden on clinic staff, allowing them to focus on higher-value patient care activities. Additionally, patient response functionality enables proactive schedule management by

opening appointment slots for other patients when cancellations occur.

For patients, Televox improves access to care by providing timely, convenient reminders via text message. Patients can confirm or manage their appointment without needing to call the clinic, which supports better adherence to care plans.

**OTHER AGENCY INVOLVEMENT:**

The Office of County Counsel has reviewed and approved this amendment No. 3 as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 3 has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on June 5, 2026.

**FINANCING:**

The cost for this amendment No. 3 is \$82,000 of which \$36,000 is included in the FY 2025-26 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate. There is no impact on the General Fund with this action.

**BOARD OF SUPERVISORS STRATEGIC PLAN GOALS SECTION:**

The Televox appointment reminder system supports the well-being and quality of life of Monterey County residents by improving access to timely healthcare services and promoting continuity of care. Automated reminders help patients attend scheduled appointments, manage their healthcare more effectively, and reduce gaps in treatment, which contributes to better health outcomes and a higher quality of life for the community.

- Well-Being and Quality of Life
- Sustainable Infrastructure for Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy
- Administrative

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Approved by: Nancy Buscher, Interim Chief Executive Officer, 783-2560

Attachment(s):

Board Report

Televox Solutions, Inc Amendment No. 3

Intrado Interactive Services Corporation Amendment No. 2

Intrado Interactive Services Corporation Amendment No. 1

West Interactive Services Corporation Original Agreement

Attachments on file with the Clerk of the Board

