

PATIENT ENGAGEMENT

Patient Schedule: Overview

Stand out with three ways to increase patient engagement

Consumers crave online convenience and flexible access to care. And so do you. Patient Schedule aligns with both you and your patients to increase engagement and efficiency to maximize your financial return.

Patient Schedule is an online platform to coordinate care seamlessly between your physicians' calendars and your patients' needs. The automated ability allows you to optimize your scheduling capacity, book accurate appointments, and increase patient engagement.

Benefits to you



1. Improve your patient engagement and experience.
2. Increase your work capacity with online appointment bookings.
3. Automate scheduling workflows based on providers' needs and your business rules.
4. Gain call center effectiveness with guided search to quickly book the right appointment.
5. Maximize patient show rates with appointments accurately matched to patients' needs.
6. Scale care gap outreach efforts.

Patient Schedule offers three ways to help you stand out:

1. Self Scheduling

Empower your patients. New and returning patients can make online appointments in real-time, find the right providers and meet your scheduling rules all at the same time with our sophisticated decision support technology. Patients only see the calendars — and appointment types — that you want them to see.

2. Call Center Scheduling

Less training, more patients. Staff can schedule faster and more accurate appointments on the phone or onsite using our guided response technology. Your team will easily find the right providers and times based on your business rules. No complex scheduling memorization needed. Training takes less than an hour, and staff can begin using the tool that same day.

3. Outreach

Close care gaps. Increase your incremental revenue, free up your team's time and close patient care gaps all in one. Instead of manually calling patients that have missed annual health exams, your team sends automated texts or calls (via interactive voice recordings) to notify patients and lead them to scheduling.

Patient Schedule products deliver convenience and flexibility to your patients and staff. Contact your rep to learn more about Patient Schedule or visit experian.com/health.

