Patient Schedule

Digital care coordination platform that guides consumers to the right care and enables real-time scheduling through any access channel: on the web, in call centers, and in provider offices.

The ability to provide timely, consistent access to care is becoming an increasingly important differentiator.

Today, long patient wait-times, frustratingly high no-show rates, lack-luster call center performance, and under-utilized physicians plague healthcare and lead to poor access. In a world increasingly driven by consumer demand and expectation, healthcare organizations need to be able to maintain ownership of the patient journey.

Patient Schedule is an online, data-driven scheduling platform that can help you coordinate care seamlessly and improve clinical outcomes for greater financial return. Patient Schedule improves patient access by fostering the integration and communication to make sure both patients and providers have a better care experience.

How we do it

- Integrate in real-time with your practice management system and electronic medical records
- Automate scheduling workflows with business rules that enable providers to define appointment criteria
- Improve call center effectiveness with guided search to quickly find and book the right appointment
- Gather calendar inventory from your entire network, across disparate platforms to optimize network capacity

What you get

Patient Schedule is here to help you:

- **Upgrade the patient experience** by allowing patients to book and reschedule appointments online with smartphone calendar reminders
- **Automate scheduling rules** with a business rules engine that ensures the right provider match while allowing providers to maintain control over their calendars. Call center agents no longer rely on memory, binders or spreadsheets to find the right appointment.
- **Optimize capacity, outcomes and practice performance** by visualizing trends and driving behavior change through actionable analytics.
- **Simplify access** for everyone with guided search and scheduling across the healthcare system
- **Acquire new patients** and keep them engaged throughout the healthcare continuum
- **Improve staff efficiency** by offloading volume through self-service and dramatically reducing training time.

Add 8+ New Patients Per Provider Per Month

43% Reduction in Call Times

1 Hour Reduce Agent Training from 90 Days to 1 Hour

30% Call Volume Offloaded to Self-Service