

PATIENT ENGAGEMENT

Patient Schedule

Providing consumer-friendly access to care can differentiate you from the rest

Patient Schedule is an online, data-driven scheduling platform that can help you coordinate care seamlessly and improve clinical outcomes for greater financial return. The platform guides consumers to the right care, enabling real-time scheduling through any access channel: online, onsite or via call centers.



Benefits to you

1. Upgrade the patient experience by allowing patients to book and reschedule appointments online with smartphone calendar reminders.
2. Acquire new patients and keep them engaged throughout the healthcare continuum.
3. Improve staff efficiency by offloading volume through self-service and significantly reducing training time.
4. Automate scheduling rules with a business rules engine that ensures the right provider match while allowing providers to maintain control over their calendars.
5. Optimize capacity, outcomes and practice performance by visualizing trends and driving behavior change through actionable analytics.
6. Simplify access with guided search and scheduling across the healthcare system.

How we do it

- Automate scheduling workflows with business rules that enable providers to define appointment criteria.
- Increase completion rates and reduce care gaps with automated reminders via IVR, SMS or email campaigns with the Schedule Now option for self-scheduling.
- 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.
- Integrate in real time with your PMS or HIS system.

8+ New patients per provider per month added

43% Reduction in call times

1 Hour Agent training time reduced from 90 days to 1 hour

30% Call volume offloaded to self-service