

CareMount Medical enables 24/7 access with Patient Schedule

CareMount Medical partnered with Experian Health to provide patients with a more flexible and convenient method to access and schedule care

CareMount Medical needed a scheduling solution for their 'CareMount 24/7' patient service platform that could enable online appointment scheduling across all its specialties and providers.

Client

CareMount Medical is the largest independent multispecialty medical group in New York state, with:

600+ physicians

25+ specialties

8 urgent care centers

660,000 patients

Challenge

CareMount Medical prides itself on offering patient-centric care. Because of this, they felt it was important to adapt to the age of consumerism and answer the growing demand for fast and easy access to healthcare. That meant finding tools for patients to use beyond the four walls of the organization and outside of the traditional hours of the practice.

Resolution

CareMount Medical turned to Experian Health's Patient Schedule solution to enable online self-scheduling. The new solution opened up access for patients to schedule at any time across all specialties. To ensure the right patient-provider match, providers' scheduling protocols were automated in the solution, guiding patients to the right provider and appointment time to meet their needs. Now patients have a convenient, accurate way to self-schedule on CareMount Medical's website whenever they want.

“Experian Health's guided search and scheduling solution adds immediate benefits for our patients, supporting our commitment to provide our patients with cutting-edge technology in the convenience of their home.”

— Scott D. Hayworth, MD, FACOG, President & CEO, CareMount Medical

As with any new technology, online scheduling came with a certain amount of provider resistance. Fortunately, Experian Health's business rules engine was the perfect answer to any concerns the providers had over maintaining control of their calendars. Through a specific change management strategy, CareMount Medical and Experian Health worked together to prove out the effectiveness of the solution in automating the scheduling protocols and business rules of each provider for the various specialties. Pretty soon, providers went from resisting the change to asking for their specialty to be the next to go live. As CareMount Medical's CEO, Dr. Scott Hayworth, said, “Once they tried it, they liked it” — it's that simple.

“Month over month, we have seen double-digit growth in the use of the application.”

— Nicholas J. Korchinski, MPA, Chief Information Officer, CareMount Medical

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Results



Patient acquisition and retention

While the online scheduling solution does attract new patients, CareMount Medical found the solution also adds tremendous value for patient retention. Since implementation, the organization has seen, on average, 30 online appointment bookings per provider per month.



Improved call center efficiencies

Patient Schedule's ability to automate the scheduling process relieves call center staff of the associated administrative work, allowing more time for nurses and other credentialed staff to answer health questions and concerns over the phone.



Patient satisfaction

Patient Schedule is giving patients of CareMount Medical more control over their day and removes the frustrations of having to make a phone call during office hours. This level of convenience has contributed to rising patient satisfaction scores for the organization as a whole.



Analytics

Patient Schedule provides real-time analytics and dashboards that have been customized to CareMount Medical's needs. With direct line-of-sight into scheduling activity, leaders at CareMount Medical can better identify and evaluate physician capacity and utilization, show rates, and even pinpoint where patients may fall out of the scheduling process — allowing them to fine-tune the process to further improve the online booking rate.

“ An important part of our selection of Patient Schedule was their analytics and reporting. There were numerous financial benefits, but I would say that key and number one is the line of sight on our business — which physicians are seeing which patients and when, where there are peaks and valleys in their utilization, line of sight on our cancellation rates giving us an opportunity to improve them — and our physicians are happy because they have better control over their schedules. ”

— Kevin J. Conroy, MS, Chief Financial Officer & Chief Population Health Officer, CareMount Medical
