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Large health system improves efficiency and patient experience with Patient Schedule

Learn how this Central region health system enhanced efficiency in their call center and improved the patient experience with a guided search and scheduling solution

Challenge

In early 2019, our client decided to expand and accelerate patient access with omnichannel appointment scheduling capabilities. Their priority was to improve the efficiency of their call center for patients calling in to make an appointment. The process previously required agents to reference a "provider grid" spreadsheet of rules when scheduling a patient for an appointment. Agents had to scan through lines of rules full of variations based on each provider's individual scheduling protocols to find the right provider and appointment. This was an inefficient process that the client wanted to automate. The client's second priority was to enable online scheduling on their website to provide an easy, convenient way for patients to self-schedule online. It was important for the online scheduling solution to be able to accommodate each provider's scheduling protocols and have the ability to accurately guide patients to the right care across their 20+ specialties.

Resolution

The client partnered with Experian Health to implement the Patient Schedule solution, first in the call center and then on the website for online scheduling. Experian Health's team worked with the client to automate the "provider grid" of scheduling rules into a question-and-answer interface for agents to use. Now agents simply walk patients through the questions presented on their computer screen. As they insert answers, the solution's algorithm narrows down to the right set of providers and appointments to meet patients' care needs. This rules automation also sits within the online scheduling interface, which is critical to guiding

patients to the right care when self-scheduling. Additionally, Experian Health's team worked with the client's technical resources to establish a direct integration with their practice management system, NextGen, so all bookings occur in real time. Now the agents don't need to log in to NextGen in order to book appointments, which removes another step in the process and further streamlines their scheduling workflow.

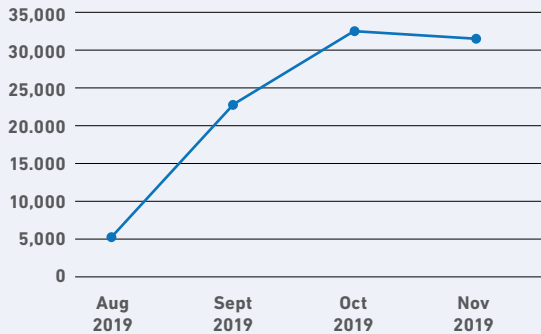## Results

Highly scalable

With the new scheduling solution in place in their call center, the client was **able to book over 150,000 appointments across 250+ providers in the second half of 2020.** The solution is able to accommodate a remarkable volume of appointment bookings of all types, including virtual visits, urgent care visits, test scheduling, vaccination scheduling and more. The Experian Health team was able to ramp-up operations and helped the client reach 30,000 appointments by the second month of the solution going live.

Additionally, thousands of telehealth appointments were scheduled when the pandemic disrupted operations and patients looked for a safe way to meet with their providers. Whatever the scheduling need is, the Patient Schedule business rules engine can be configured to make it easy for agents to find and book the right appointment at scale.
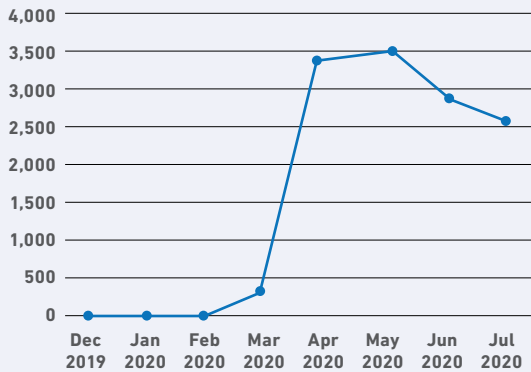
Large health system

Monthly appointments

Improved call center efficiency

By automating the "provider grid" of scheduling rules, agents can more quickly and more accurately find the right provider and schedule the right appointment without having to log in to multiple systems. Additionally, as agents needed new scripts to screen patients for COVID-19, the questions were quickly built into the system to ensure agents walked patients through the right prompts. This helped facilitate these quickly needed changes and made training much easier as the prompts were automated in the system and the solution was configured to guide patients to the right options based on their answers.

Telehealth appointments

High show rates

During this same time period, the **show rate for these appointment bookings has been 91%**, which is a testament to the fact that patients were matched with the right provider and allowed to book a slot that was convenient for them and met their needs.

New patient acquisition

Bookings through the platform over the last six months have included **21,000 new patient appointments.** This represents a tremendous recovery in the wake of the pandemic that swept the nation, causing elective healthcare services to be shut down entirely, disrupting the entire healthcare industry. By making it easy for the client to find and book appointments with the right care, they're able to acquire more new patients and recover lost revenue.

In the second half of 2020:

150K appointments booked

21K new patient appointments booked

91% show rate for appointment bookings

28 average weekly appointments per provider

12 average weekly appointments booked by agents, with a high of 120 per week