

Family Practice Sees \$21k Yearly Savings via Automated Engagement

A single-site family medicine practice in Pennsylvania with three physicians has been seeing patients for over eight years. The practice's administrative staff was struggling with managing their time for value-add activities and the practice was not interested in hiring an additional administrative clerk...



Front-desk at a small practice was spending close to 40 minutes on the phone confirming next day appointments, and still realized a 20% no-show rate

“We typically stayed more than an hour after the doc left confirming appointments and prepping for the next day since there's not much time during open hours. Now we can leave about a half hour after the last patient leaves the practice!”

Approximately 5 minutes, all inclusive, would be spent on scheduling per patient.

“Online scheduling and automated follow ups have reduced the time we spend on the phone. Now most patients can schedule on their own, particularly those that are scheduling follow ups. They don't always know their schedule before they walk out the door. And if they need a chance they can do that online too.”

Paperwork had to be manually scanned in and in many cases, shredded right after.

“For every patient that we see during the day, we'd have to scan in their intake forms, upload them to the EHR, and then shred them for confidentiality. That's a long cumbersome process. Now we just have to review their digital intake forms. They're automatically uploaded into the patient's chart.”

