

Multispecialty Practice Sees 75 Percent of New Patients from Online Reviews

An academic-associated pulmonary and sleep practice with multiple sites in New Jersey with five physicians has been seeing patients for over six years. They offer complete pulmonary and sleep assessments, as well as treatment plans. The practice was struggling with attracting new patients primarily due to limited and poor online reviews and quality of physician-patient relationship...



The owner recently expanded his practice and wanted to attract new patients. He discovered that his online brand was abysmal with **only one** review, and that for **one** star.

“I needed help improving our brand, but we didn’t have the expertise or resources to improve something as simple as our google reviews. Statum Health’s Automated Outreach sent friendly post-visit messages thanking patients for choosing us and giving them the option to provide a review by clicking a simple link.”

Almost 20% of patients **cancelled** last minute or showed up late leading to lost revenue

“Before partnering with Statum Health, we really had no idea who was going to show up the next day in clinic. Now, with their Appointment Reminder, patients can let us know through text message if they won’t be able to make it, and reschedule their visit online through a provided link.”

From a physician-patient relationship perspective, the physicians had **no idea** how they were doing.

“We try our best with our bedside manner, but I didn’t really know how we were doing. Were patients happy with the care I was providing? Was there anything I should change? With Statum Health’s Patient Survey module, we implemented a quick survey where patients could provide private feedback.”

