



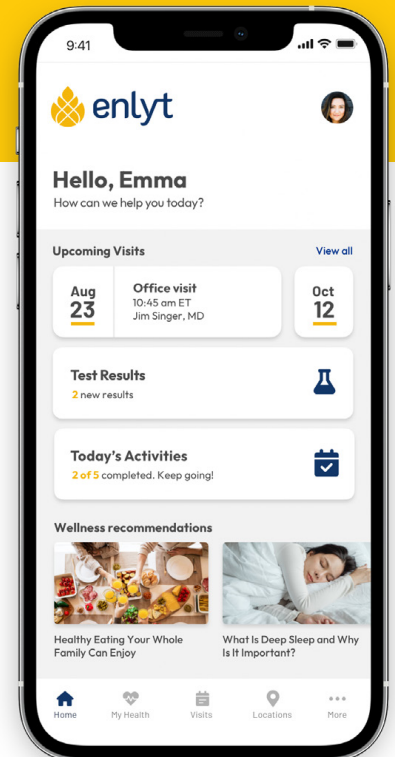
Patient Self-Scheduling with Enlyt Health

Collect more revenue, decrease no-show rates and high-touch scheduling. Offering patient self-scheduling provides healthcare organizations with significant cost benefits.

Healthcare organizations encounter various operational challenges related to patient scheduling, leading to potential inefficiencies and decreased patient satisfaction.

One significant issue is the occurrence of appointment backlogs, resulting in lengthy wait times and delayed care for patients in need of essential treatments. No-shows and last-minute cancellations further disrupt the schedule and underutilize healthcare resources. Outdated or inefficient scheduling systems also pose problems, making it difficult for staff to

coordinate appointments effectively, lacking automation, EHR integration, and optimization capabilities. Overbooking or double-booking of appointments strains healthcare providers, affecting the quality of care. Proper resource allocation, ensuring the availability of necessary equipment and staff, proves challenging.



Balancing scheduled appointments with walk-in patients and emergencies can lead to increased wait times for everyone.

Additionally, effective communication and timely reminders for patients are crucial, as missed or misunderstood appointment instructions can cause delays.

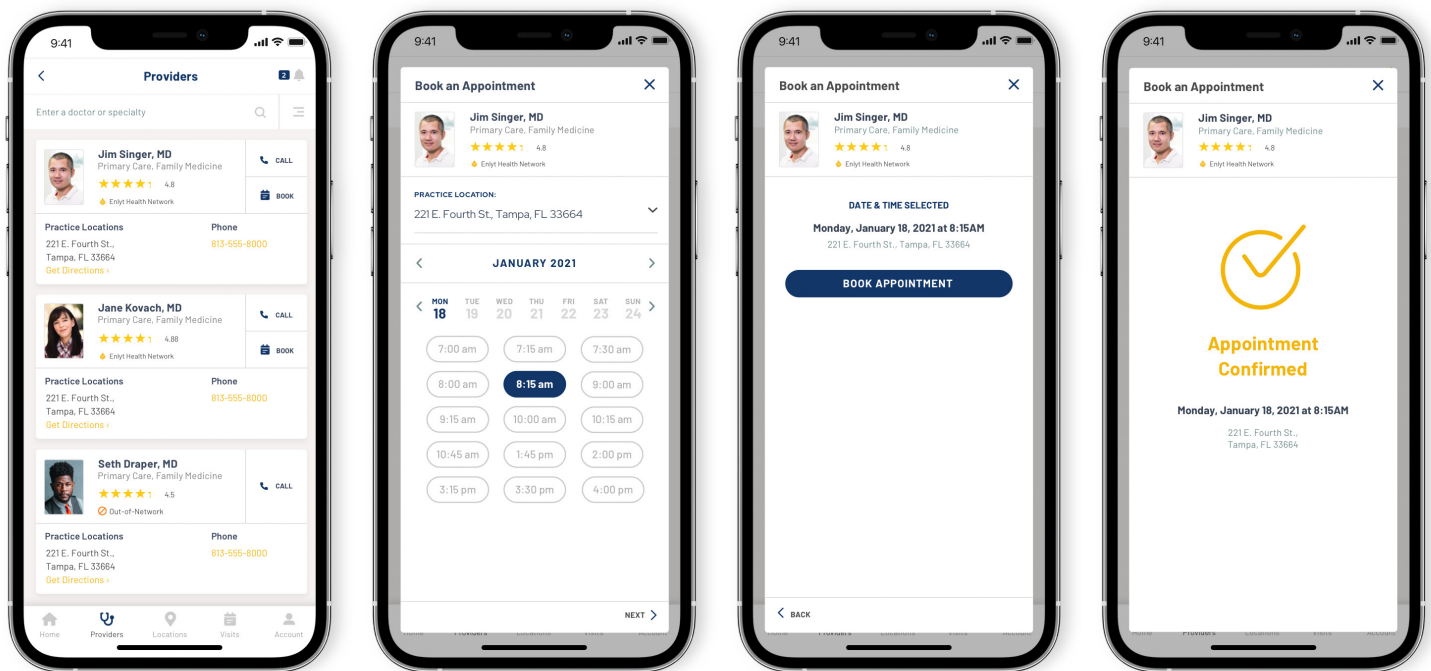
Meeting patient preferences for appointment times and locations can be complex, especially in organizations with multiple facilities or practitioners.

In rural or remote areas, limited resources, fewer healthcare providers, and longer travel times present scheduling difficulties.

To overcome these challenges, healthcare organizations can implement modern scheduling software, patient engagement strategies to reduce no-shows, and optimized scheduling algorithms. Improved communication with patients and training and support for staff can enhance scheduling efficiency.

Solving for Self-Scheduling

While implementing patient self-scheduling may require an initial investment in technology and staff training, the long-term cost benefits can be substantial, making it a worthwhile consideration for healthcare organizations looking to improve efficiency, patient satisfaction, and overall financial performance. Below are some important advantages:



Self-Scheduling workflows allow for convenience and flexibility for your patients and often include guided pre-visit questions to help direct the patient to the correct visit.

- 1. Reduced administrative workload:** Implementing patient self-scheduling reduces the burden on administrative staff, as they spend less time manually booking appointments and handling phone calls. This allows them to focus on other essential tasks, ultimately leading to cost savings. Studies showed that front desk staff spent up to 80% less time on appointment scheduling tasks.

- 2. Decreased no-show rates:** Patient self-scheduling with automated appointment reminders can significantly reduce the number of missed appointments or no-shows. Fewer no-shows mean better resource utilization and less revenue loss for the healthcare organization. Some healthcare organizations reported up to a 30% reduction in patient no-show rates after implementing patient self-scheduling and automated appointment reminders.
- 3. Optimized resource allocation:** With self-scheduling, patients can book appointments based on their preferences and availability. This data can help healthcare organizations optimize their resource allocation and schedule appointments more efficiently, ensuring better use of staff and facilities.
- 4. Improved patient satisfaction:** Offering patients the convenience of self-scheduling improves their overall experience and satisfaction with the healthcare organization. Satisfied patients are more likely to remain loyal and recommend the organization to others, leading to potential cost savings on marketing and patient acquisition.
- 5. Enhanced patient engagement:** Self-scheduling empowers patients to take a more active role in managing their healthcare. Engaged patients are more likely to follow through with their appointments and treatment plans, leading to better health outcomes and potentially reducing the overall cost of care.
- 6. Streamlined workflow:** Utilizing a health organization's electronic health record (EHR) system streamlines the entire appointment process. This integration reduces errors, eliminates duplicate data entry, and increases operational efficiency.
- 7. 24/7 accessibility:** Patients can access the self-scheduling system at any time, even outside regular office hours. This flexibility enables patients to book appointments when it's convenient for them, reducing the need for after-hours staffing or call center services.
- 8. Cost savings on paper and communication:** As more appointments are scheduled electronically, there will be reduced reliance on traditional paper-based systems and manual communication. This can lead to cost savings on printing, mailing, and other related administrative expenses.

Return on Your Investment


Patient self-scheduling offers healthcare organizations the potential for a positive return on investment (ROI) through various avenues. By implementing self-scheduling systems, organizations can reduce administrative costs and improve operational efficiency as staff spend less time manually scheduling appointments. The convenience and flexibility of self-scheduling can lead to increased patient satisfaction, fostering patient loyalty and retention. Additionally, automated appointment reminders and confirmations can help decrease no-show rates, optimizing healthcare resource utilization and revenue generation. With patients empowered to book appointments promptly, healthcare organizations may experience increased appointment volumes and better patient flow. Provider schedules can also be streamlined, enhancing time management and staff resource allocation. Moreover, the data insights and analytics provided by self-scheduling platforms enable data-driven decisions, further improving efficiency and patient experiences. To determine the precise ROI, healthcare organizations should conduct a cost-benefit analysis, considering factors such as technology implementation, patient adoption, and evolving market trends.

1. **Reduction in No-Shows:** Some healthcare organizations reported up to a 30% reduction in patient no-show rates after implementing patient self-scheduling and automated appointment reminders.
2. **Increase in Appointments Booked Online:** On average, healthcare organizations saw a significant rise in the percentage of appointments booked through online self-scheduling platforms. Depending on the size of the organization and its patient population, the increase ranged from 20% to 50% or more.
3. **Improved Operational Efficiency:** Patient self-scheduling streamlined the appointment booking process, leading to time savings for both patients and staff. Studies showed that front desk staff spent up to 80% less time on appointment scheduling tasks.
4. **Enhanced Patient Satisfaction:** Patient satisfaction rates increased by approximately 15% to 30% after implementing patient self-scheduling systems. Patients appreciated the convenience and flexibility of booking appointments at their preferred times.
5. **Reduction in Call Volumes:** Many healthcare organizations reported a decline in incoming phone calls for appointment scheduling as more patients used the online self-scheduling system. Call volumes decreased by around 20% to 40%.
6. **Faster Appointment Booking:** Patients could book appointments more quickly through online self-scheduling systems. The time required to book an appointment is reduced by an average of 50% compared to traditional phone-based scheduling.
7. **Increase in New Patient Acquisition:** Some healthcare providers experienced a boost in new patient acquisition rates, with online self-scheduling acting as a differentiator in the market.
8. **Cost Savings:** Depending on the size and scope of the organization, patient self-scheduling contributed to cost savings by reducing the need for manual appointment handling and paper-based processes. Estimated cost savings ranged from 15% to 30%.
9. **Better Resource Utilization:** Healthcare organizations witnessed better utilization of resources, such as healthcare providers' time and medical facilities, through the optimization of appointment scheduling based on demand patterns.
10. **Enhanced Data Analytics:** With patient self-scheduling, organizations had access to more comprehensive data about appointment trends, patient behavior, and preferences. This data enabled improved decision-making and strategic planning.

The outcomes and percentage gains may vary based on the healthcare organization's unique characteristics, the implementation of the self-scheduling system, patient demographics, and other factors.



20% to 50% more appointments booked



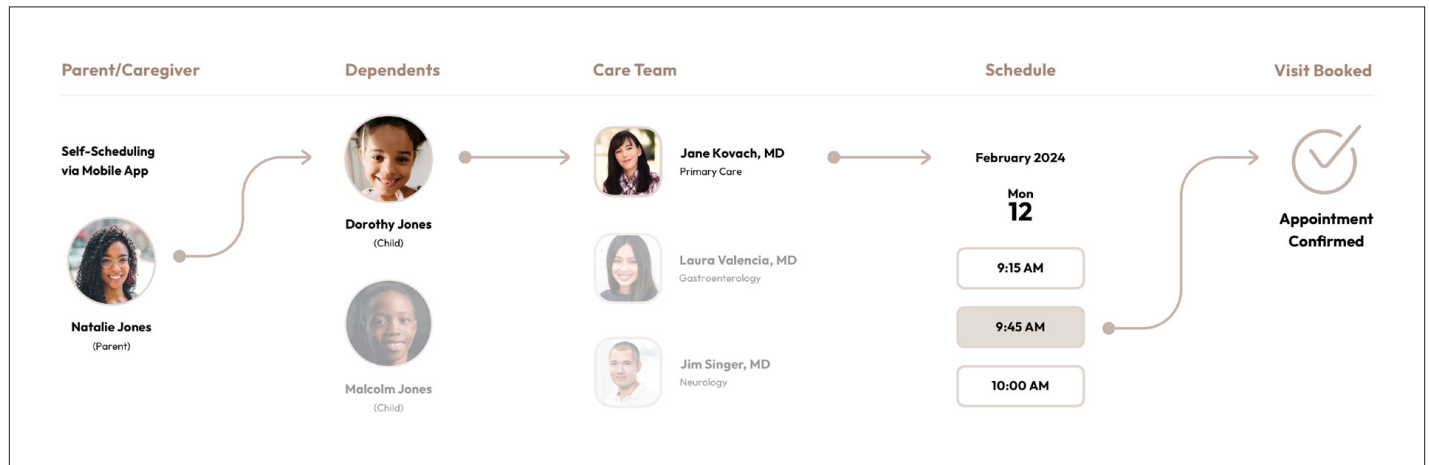
30% reduction in patient no-show rates



Estimated cost savings ranged from 15% to 30%.

Delegated Scheduling: Taking patient self-scheduling further

Delegated scheduling, where parents or caregivers can schedule appointments on behalf of their children or elderly parents, offers several additional benefits that cater to the specific needs and convenience of parents or caregivers:



Giving Parents or caregivers the flexibility to manage multiple dependents reduces anxiety and leads to patient satisfaction and retention.

- 1. Coordination for multiple children:** If a family has multiple children with different healthcare needs, delegated scheduling streamlines the process by enabling parents to manage all the appointments from a single platform. This avoids the hassle of contacting different offices or using separate systems for each child's scheduling.
- 2. Centralized record-keeping:** With delegated scheduling, all the children's appointments are consolidated under the parent's account. This centralization simplifies record-keeping, allowing parents to access and review the entire family's medical appointments and history conveniently.
- 3. Access to family schedules:** Delegated scheduling systems often provide family calendar views, allowing parents to see all their children's appointments and activities in one place. This helps parents better plan their family's schedule and avoid potential conflicts.
- 4. Coordinated care for complex cases:** For families with children who require ongoing or specialized medical care, delegated scheduling ensures that all appointments and treatments are coordinated effectively. This coordination is essential for managing chronic conditions or complex medical cases.
- 5. Facilitating communication:** Delegated scheduling systems often include communication features, such as secure messaging or notifications. Parents can use these features to communicate with healthcare providers, ask questions, or receive updates about their children's appointments and care.
- 6. Empowerment and involvement:** Involving parents in the scheduling process empowers them to be active participants in their children's healthcare. This involvement can lead to better adherence to treatment plans and improved health outcomes for the children.
- 7. Reduced stress and anxiety:** Delegated scheduling can alleviate stress and anxiety for parents, especially when seeking urgent appointments for their children. Having the ability to book appointments promptly and efficiently gives parents peace of mind that their child's healthcare needs are being addressed.
- 8. Improved access to healthcare:** Delegated scheduling can enhance access to healthcare services for families, particularly those in rural or underserved areas. It enables parents to book appointments remotely, reducing the need for travel and time off work.

Overall, delegated scheduling offers parents with children a more seamless and family-centric approach to managing their healthcare needs. By streamlining appointment booking, record-keeping, and communication, this system empowers parents to take an active role in their children's health and well-being while making the process more convenient and efficient for the entire family.

Extending Support with Intelligent Appointment Management (IAM)

The use of the Salesforce Intelligent Appointment Management console enables call center agents and care coordinators to effectively manage patient appointments. When a patient calls, the agent can easily access the patient's information and book an appointment according to the required visit type. The console allows the agent to view the availability of different providers and select a suitable time for the appointment to be confirmed.

Person Account
Abie Dunn

Gender
Male

Birthdate
11/25/1974

Email
adunn8e@mtv.com

Phone (2) ▼
857-600-3809

Cases (0) Member Plans (1) Medication Statement... Person Languages (0)

Details Related **Scheduling** Provider Search

Schedule an Appointment

Filters

***Visit Type**

📅 Routine Care ✕

① To remove the selected record, press Backspace or Del.

Channels

There are no channels for this visit type.

▼ **Time Preferences**

Days

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Time

Any time (12 AM - 12 AM)

Early morning (12 AM - 8 AM)

Morning (8 AM - 12 PM)

Afternoon (12 PM - 5 PM)

Evening (5 PM - 12 AM)

▼ **Provider Preferences**

Provider Name

Basil Exon

Sort By
Recommended ▼

Requested Date
Jul 25 - Aug 1, 2023 < > Jul 25, 2023 📅

1 Provider Found	25 Tue	26 Wed	27 Thu	01 Tue
<p>Basil Exon</p> <p>✗ Not accepting new patients</p> <p>Medmio Hospital, Watertown</p> <p>Provider Type Medical Doctor</p> <p>✗ Out of Network</p> <p>684 Mt Auburn St</p> <p style="text-align: right;">Show More</p>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">03:15 PM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">03:30 PM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">03:45 PM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">04:00 PM</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:00 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:15 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:30 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:45 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">09:00 AM</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:00 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:15 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:30 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:45 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">09:00 AM</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:00 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:15 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:30 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">08:45 AM</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">09:00 AM</div>

Give Center Agents and Care Coordinators the ability to manage patient appointments from their workspaces in Salesforce.

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Patient Self-Scheduling

Key Benefits to (IAM)

- 1. Patient Satisfaction:** Improve patient satisfaction by streamlining and personalizing each patient engagement touch point leading into and resulting from an appointment that is scheduled for that patient. Ensure that the patient is matched with the right type of provider for their specific needs and the appointment is scheduled taking patient preferences into account.
- 2. Improve revenue optimization:** Reduce cancellations and no-shows, transition appointment booking from clinicians to call center agents, and reduce or eliminate manual processes such as email-based communications between practice staff and scheduling staff.

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