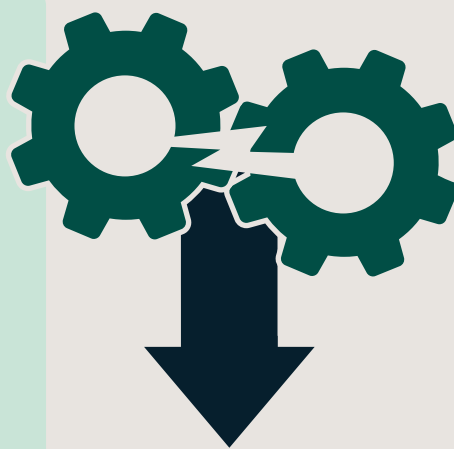# A New Approach to Patient Scheduling:
Overcoming Common Challenges Through Intelligent, Rules-based Scheduling

The Challenge

Every year, healthcare organizations lose out on revenue due to the inefficiencies associated with scheduling, like:

✓ Complex training – resulting in frequent staff turnover

✓ Unique physician preferences and inappropriate provider referrals – leads to incorrect appointment scheduling

✓ Unbalanced scheduling – strains both staff and provider

✓ Lack of effective metrics – limits ability to analyze what's working and what isn't

✓ Labor costs - due to highly manual workflows in outside resources, such as spreadsheets and binders.

Further, patients are demanding a consumer-centric experiences from providers. A recent underline report found:

MORE THAN
30%
of patients who experience long wait times leave before seeing a physician

20%
will opt to change physicians after a long wait time
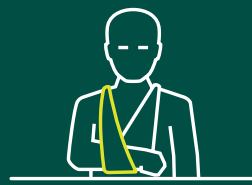
The Solution

In a guided, rules-based scheduling process, patients are matched to the right doctor, at the right time, at the right location by comparing criteria, such as:

Facilities   **Providers**   **Appointment Types**
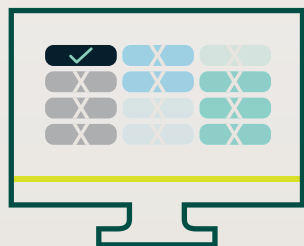
Scheduling Process

1. Patient needs appointment based on current symptoms and requirements

2. Scheduler confirms patient symptoms and/or appointment needs
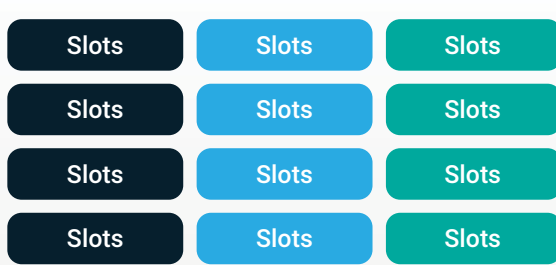
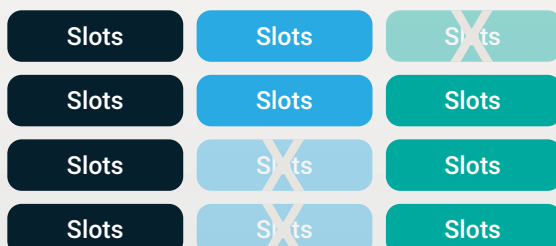3. Scheduler matches patient to best provider for symptoms at preferred time and location

4. Scheduler books and confirms patient appointment.

Scheduling Solution

Slots	Slots	Slots
Slots	Slots	Slots
Slots	Slots	Slots
Slots	Slots	Slots

Begins with all open provider appointment slots (coded by provider)

Scheduling logic analyzes all provider rules and preferences, and shows next available appointment slots with matched provider(s)

Match

Solution matches patient based on predetermined criteria, such as, provider, location, preferences and availability

Appointment slot booked in PM System, sends appointment confirmation to patient.

Dash
Schedule
Make the Ideal Scheduling Process Your Reality

Overcoming clunky, traditional scheduling processes is easier than you'd think, and can have far-reaching impacts across your organization.

- Decrease staff training and onboarding time
- Reduce time spent on calls – for patients and administrative staff
- Improve the patient experience
- Optimize provider utilization
- Drive cost savings and increase revenue

To discover how Dash Schedule can help your group or organization drive measurable improvements, visit heydash.com.

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