

KSF Orthopaedic Center Achieves 75 Percent Reduction in No-Shows

THE CHALLENGE

Staff struggles to wade through a torrent of calls, voicemails, and no-shows

While treating patients' sports injuries and chronic pain conditions, KSF Orthopaedic Center experienced their own pain points as a result of a high call/voicemail volume and a significant no-show rate.

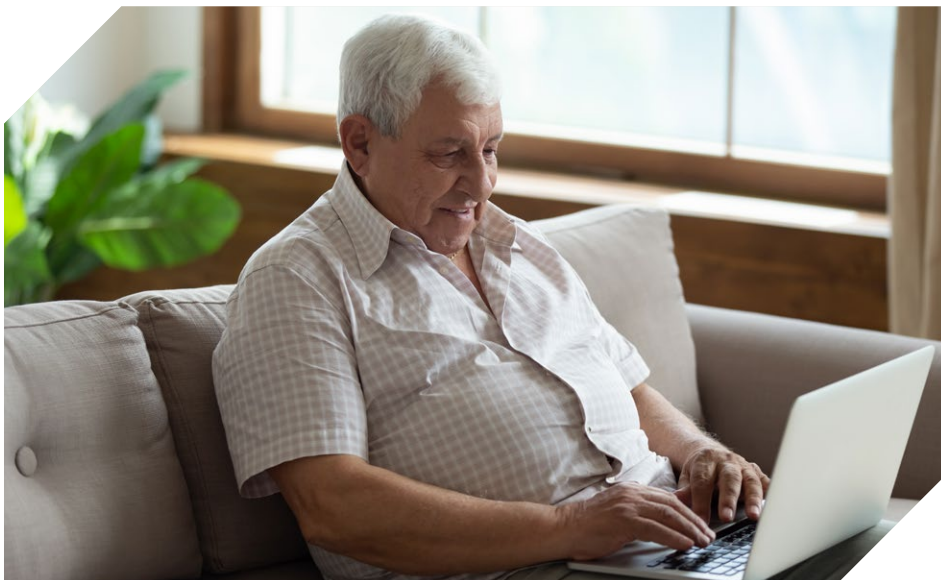
THE SOLUTION

Self-scheduling thrills patients and staff

"Since adopting NextGen Patient Self-Scheduling, our patients are thrilled to make appointments at their convenience," said Kevin Harris, IT director at KSF Orthopaedic Center. "Our staff is pleased to not come in on Monday mornings to a slew of voicemails."

Once patients began scheduling their appointments online, there has been a 30 percent reduction in phone volume. With fewer appointment requests coming over the phones, the practice could reallocate three full-time employees to other tasks.

Before implementation, the no-show rate was 12 percent. The practice found that patients who schedule their appointments online are more likely to show up. Patient self-scheduling helped KSF Orthopaedic Center achieve a 75 percent reduction in no-shows.



CLIENT PROFILE

KSF Orthopaedic Center

Locations: Houston, Texas

Background: With four locations in North Houston, KSF Orthopaedic Center offers an array of orthopedic, sports medicine, and pain management treatments.

NEXTGEN HEALTHCARE SOLUTION

- NextGen® Patient Self-Scheduling

HIGHLIGHTS

30% Reduction in call volume

75% Reduction in no-shows



Schedule gaps **filled**



3 FTEs **reallocated**



Improved workflow

Reduced gaps in appointment schedules

The configurable rules feature within the patient self-scheduling solution helps reduce gaps in providers' appointment schedules. The IT team worked with providers ahead of time to ensure the rules accommodated their needs.

For example, one gap was eliminated as a result of a rule that prevents walk-ins and short-notice appointments. Other rules were written to block out appointments for providers on their surgery days. If the patient wanted to see another provider when their preferred one was unavailable, the schedule would open up to make the appointment.

Even though the rules were incorporated into the patient self-scheduling, the IT team could still make changes. If a provider's schedule opens up due to a surgery cancellation, the rule can be switched off to fit in an appointment. If a provider calls in sick and cancels their appointments, the patient can see another provider.

Better control of the workflow

The patient self-scheduling solution enables the scheduling manager to quickly identify patients' needs and designate providers and staff accordingly to conduct follow-ups, x-rays, castings, MRIs, and other necessary services.

"Staff members are not tied up on phones coordinating appointments," said Harris. "From their screens, they make sure providers have full schedules, and the necessary services are in place at the appointed time."

Convenience expanded for both new and existing patients

For patients, they appreciate the flexibility of booking appointments anytime. The practice also noticed they received new patients who made appointments directly from the website.

"Allowing our patients to schedule from our website or in our patient portal has been a win-win for KSF Orthopaedic," said Harris. "NextGen Patient Self-Scheduling is one of the best solutions we have ever implemented."

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Kevin Harris
IT Director
KSF Orthopaedic Center

HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**.