

PATIENT SCHEDULING

Do Patients Have Difficulty Booking Appointments?

Many healthcare organizations struggle with non-standard scheduling protocols and templates. Patients and schedulers often have to jump through hoops and approvals to book an appointment. At the same time, many slots end up going unused, leaving unrealized revenue on the table. All of this makes it difficult to adopt patient self-scheduling, automatic wait list management, and other enhancements to improve patient access. If this sounds like your organization, we can assess your current scheduling practices and help you develop a plan for improvement. In this time of financial pressure, you cannot afford to leave money on the table.



Provider Template Utilization

Our assessment begins by reviewing key access metrics by specialty such as average days to new appointment, third next available, average visits by session, no show rate, and new vs. return percentages. We will also review provider template build and block utilization, as well as the process for schedule modifications and maintenance. Our goal is to look for opportunities to standardize physician template build and optimize appointment scheduling to meet patient demand.



Scheduling Protocols and Tools

Our team will meet with your scheduling SMEs to review scheduling protocols and algorithms to look for opportunities to increase scheduling accuracy, and decrease the need for triage through the use of Epic scheduling questionnaires and decision trees. We assess your processes and build for wait list management, recalls, and no shows, as well as review your scheduling security build and user templates.



The Project

A Scheduling Assessment typically takes between 6-8 weeks depending on the scope and number of specialties. Through our review of scheduling protocols and provider templates, we will make recommendations for how you can use the most current Epic functionality to improve the accuracy and timeliness of your appointment scheduling. Our goal is to help you connect the patient to the right provider, at the right time, and at the right location. In addition, we will make recommendations for how to organize a team and governance structures to successfully embark on a project of this magnitude.

Discover how we can work together to maximize your Epic investment.

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> THE ASSESSMENT PROCESS

KEY PROJECT BENEFITS

Increased Patient Satisfaction

- Easier and earlier access to care
- Greater potential for self-service options
- Increased patient loyalty

Increased Provider Productivity

- More accurate and effective scheduling
- More balanced schedule
- Fewer unused slots
- Increased revenue

CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

TODD HATTON
Chief Information Officer
Saint Luke's Health System

SCOPE FINALIZATION & DATA REQUEST

- + Finalize Assessment, Scope, Timeframe, and Deliverable
- + Provides Data Requests
- + Submits Interview Requests



DATA GATHERING

- + Conducts Interviews
- + Reviews Requested Data
- + Reviews System Setup When Appropriate



DATA ANALYSIS

- + Analyzes Findings
- + Prepares Deliverable



DELIVERABLE PRESENTATION

- + Presents Deliverable and Recommended Next Steps
- + Presents Proposal to Achieve Next Steps



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ABOUT US

CereCore provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.