Physician Group on NextGen Switches to Relatient for Patient Messaging

Appointment Reminders • On Demand Messaging • Health Campaign Manager • Patient Satisfaction Surveys

To meet their goals they needed a new partner to reduce missed appointments.

In 2016 this 35+ provider medical practice began closely tracking missed appointments to improve patient care, maximize staffing, and increase revenue. Once their no-show rates were clearly identified, they set achievable goals to reduce them to 5% and 10% — depending on specialty type.

Despite using a well-known appointment reminder vendor, it became clear that to reach their goal they needed a more robust solution with a proven track record of lowering no-show rates. After an exhaustive search, Relatient best met their needs with a great reputation, an analytics dashboard they loved, and solution set they could grow with.

They recovered $30,000 their first month with Relatient.

They wanted to reduce no shows by 10% to 30% and recover about $12,500 per month in revenue being lost through missed appointments. The ROI goal was to generate $2 in revenue for every $1 invested in patient messaging services.

After just one month, they reduced no shows by 40% to 50%, recovered $30,000 in lost revenue and achieved an ROI of 5-to-1. Practice-wide, missed appointments went from 11% down to 6.6%, with some practice areas showing even more dramatic declines, such as 14.4% to 7.3% in rheumatology.

And everything moved faster, thanks to Relatient's direct interface to

Highlights

- $30,000 revenue recovered in one month; on track to recover over $300,000 per year

- 40% - 50% decline in no shows

- 100 additional appointments per a week

- ROI of 5-to-1

- Positive response from patients

A multi-specialty medical practice with several locations. It has 35+ providers and 150+ staff members spread across multiple specialties. They use the NextGen Healthcare EHR, with which Relatient is directly integrated for continuous, real time updates.

their EHR – which updates in real time, versus the nightly data transfer used by their former vendor. If a provider gets delayed in surgery, an on demand message can be immediately sent to patients with appointments that day alerting them to the delay.

The practice manager particularly loved Relatient's real time dashboard, which makes it easy to automatically stay on top of the entire process, including patient data-driven automatic health campaign prompts for mammograms, colorectal cancer screenings, flu shots and other preventive measures. ■

"We are loving Relatient. In the first month Relatient delivered an ROI beyond our expectations of 5-to-1! And we've received great feedback from patients. They tell us that the multi-modality appointment reminder system makes it easier for them to plan their work and lives around medical appointments."

- Quality Manager

RELATIENT

A patient-centered approach to engagement

- Appointment Reminders
- Health Campaign Management
- On Demand Messaging
- Patient Balance Notifications
- Mobile Payment
- Patient Satisfaction Surveys
- Patient Check-In
- Non-Medical Transportation
- Appointment Self-Scheduling

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