



CASE STUDY



MAXIME ROZENBAUM Osteopath

Can you introduce your activity?

I am an exclusive osteopath, installed in the medical home of Pont Sainte-Marie in Troyes, since 1 year and a half now. I work there with midwives, nurses and a endocrinologist / diabetologist.

Since when do you use the appointment online booking solution ?

I started using Agendize in January 2019. My colleagues will soon be equipped as well.

What needs were met ?

I received a lot of calls everyday to book appointments and it became complicated for me to listen to all messages and respond to each patient. I also opted for this solution to avoid the fact that some patients call without leaving messages.

“ *A quick and easy online appointment scheduling tool* ”

How did you manage the appointments before that?

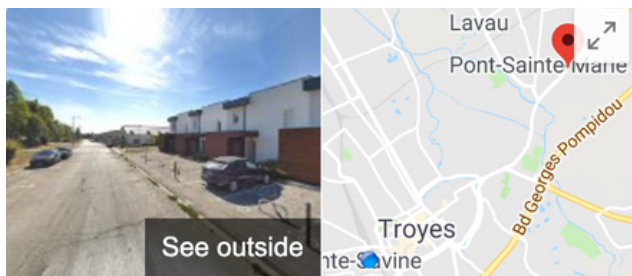
Mainly by phone. About 99% of my patients were leaving messages on my voicemail. The others, by text messages and more rarely by e-mail.

How do your customers have access to online appointments booking?

Exclusively on Google My Business. They just have to type my name, my surname, and my job on the search bar and they access directly to my page where my appointment button is located.



59 booked appointments since January



OSTEOPATHE ROZENBAUM Maxime

Directions

Save

5.0 ★★★★★ 8 Google reviews

Osteopath in Pont-Sainte-Marie

Address: 1 Rue du Moulinet, 10150 Pont-Sainte-Marie

Hours: Open · Closes 8PM ▼

Phone: 07 81 45 57 55

Appointments: [agendize.com](https://www.agendize.com)

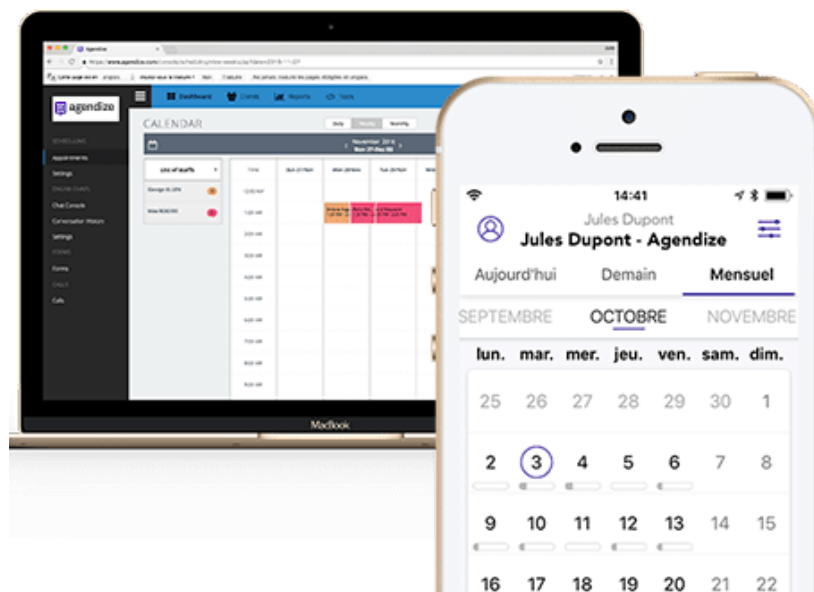
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Did you have any fears before implementing the solution?

Not at all! On the contrary, since social networks and online appointments bookings are booming, I was pretty impatient!

What are the benefits of online appointments booking ?

Online Appointments booking is a real time saver. Furthermore, I can have more control on my appointments. Indeed, thanks to Agendize I can be informed of an appointment and change or cancel any appointment according to my schedule. Patient side, they can make an appointment at any time of day or night, this is very convenient.



Do you think that setting up online appointments booking has improved your vision of digital?

My vision of digital has not necessarily changed since I was already aware that booking online appointments is a trendy tool, especially with new generations.

Your favorite part of the tool?

Synchronization with Google Calendar. Because, whether I'm on Agendize or Google Calendar, the synchronization is done in real time without any problem so it's really convenient.

Describe Agendize in one sentence ?

A quick and easy online appointment scheduling tool

Finally, how would you describe the Agendize' support team on this project? Are you satisfied?

In one word : excellent ! Thanks to Agendize team availability and reactivity everything goes very well. ■

