

Practice

- Midwest Orthopaedics at Rush
- Specializes in Orthopaedics
- 38 Physicians
- 5 Locations Across the Illinois Area

Challenges

Midwest Orthopaedics' traditional method of manually calling patients for appointment reminders was time-consuming and inefficient

Solution

PatientPrompt created a specialized system for Midwest Orthopaedics combining customization and best practice protocols to enhance the overall practice workflow.

Results

- Eliminated overbookings
- Reduced patient no-show
- Improved productivity
- Improved patient communication



Practice

Midwest Orthopaedics at Rush is a patient-friendly practice focused on diagnosis, treatment, and rehabilitation of a range of orthopedic issues. They specialize in arthroscopy, fractures, joint replacements, muscoskeletal disorders, sports medicine, foot and ankle reconstruction, arthritis and more.



Challenges

With various physicians and numerous patients, Midwest Orthopaedics had the challenge of manually delivering a variety of unique messaging during peak office hours. Further, their high noshow rate meant that staff constantly overbooked appointments in efforts to capture those appointment slots and recover revenue.



Solutions

Since Midwest Orthopaedics is a multi-specialty practice, PatientPrompt used enterprise level customization to design a reminder system with their individual needs in mind. Five different types of reminders, arrival times, documentation requirements, and other unique messaging were set up to advise patients of their upcoming appointments. PatientPrompt also implemented their best practice protocols to conveniently reach patients via email, voice and text, even after the practice was closed. These features ensured that patients were not only were being reached, but that they were not overwhelmed, due to PatientPrompt's ability to consolidate multiple messages for effective communication.



"PatientPrompt brought back efficient workflow to the office versus manually calling patients. We found PatientPrompt to be more intuitive and customizable to us. It was very easy to install and flows well."

Libby Blahunka, Chief Information Officer, Midwest Orthopaedics at Rush

PatientPrompt is a product offered by Stericycle Communication Solutions

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Within the first few weeks of using PatientPrompt, Midwest Orthopaedics at Rush saw an increase in patient understanding and adherence to instructions, a decrease in their no-show rates and that their "overbooking" tradition became obsolete.