Leveraging Technology in Your Patient Engagement Strategy

MAKE AN APPOINTMENT?

New call-to-action scheduling links were added to Legacy's website, allowing patients to quickly schedule appointments online.

Patients also had the option to schedule via other channels, such as IVR or the call center, at their convenience and in a more efficient process.

"The comprehensive scheduling solution manages our complex scheduling rules, **brilliantly enabling us to have 100% control over our scheduling.** We can now deliver a fully flexible and accessible scheduling solution from any device, in multiple languages, and across all of our channels and departments. Our scheduling now meets or exceeds our patients' evolving needs and improves patient engagement while reducing our costs."

Criztal Franco
Director of Patient Access | **Legacy Community Health**

Legacy Community Health (LCH) is a leading full-service Federally Qualified Health Center with over 200 providers across 14 specialties and 15 locations, providing comprehensive, primary healthcare services in the Houston, Texas area. Legacy was looking for a complete digital patient access solution that would address their patients' complex scheduling expectations and drive patient satisfaction and retention, while also improving schedulers' efficiency.

Because scheduling for multi-specialty departments is highly complex, Legacy's existing scheduling processes were time-consuming and inefficient. Call center agents referred to scheduling rules located in paper binders and while on a call, had difficulty identifying the best department to meet patients' needs. This situation was compounded by agents facing growing call volumes and workloads, leading to high agent turnover and increased rehiring and training costs.

Legacy needed an advanced, comprehensive scheduling solution that would better satisfy patients' online expectations and reduce agent workload, while also allowing for scheduling complexity.

Scheduling parameters specifically needed to understand revenue cycle requirements (such as

FACTS-AT-A-GLANCE

- Increased reimbursement rates
- Increased staff productivity
- Optimized schedules
- Managed scheduling complexity
- Matched patients to the right treatment and provider
- Decreased no-shows and cancellations
- Decreased "Never Booked" appointment slots
- Served Texas population in both English and Spanish

when referrals were needed and insurance restrictions) and make agents' work more productive.

Clearwave Scheduling was selected for its enterprise-wide self-scheduling solution and advanced call-center triage software.

Its matching algorithm, SchedLogic™, provided Legacy the capabilities to provide online scheduling for all their providers and appointment types across multi-specialty departments in both English and Spanish.

Using Clearwave Scheduling's Digital Patient Access Platform (DPAP), Legacy was able to restructure and centralize complex business logic, perfect patient-provider matching, and automate highly complex scheduling workflows. This complete solution enabled better patient triage and lowered the number of cancellations and no-shows.

Legacy saw a notable increase in self-scheduling, especially for after-hours and last-minute appointments. Additionally, LCH's patients could now cancel or reschedule appointments online or via IVR in multiple languages, reflecting a better patient experience overall.

Because of the financial benefits of more efficient scheduling and a better working environment, Legacy was able to reallocate one full-time employee (FTE) from agent training and saw a decrease in "Never Booked" appointment slots.

Legacy also experienced increased reimbursement rates. Their centralized scheduling data and automated workflow now significantly reduced errors and optimized their schedules for maximum efficiency.