

Increasing Patient Engagement and Satisfaction with Self-Scheduling

20%

Appointments scheduled online increased by 20% after implementation

29%

29% of all appointments are scheduled after-hours, providing patients with the convenience they need

61%

61% of appointments scheduled online are last-minute appointments, filling schedule gaps

“We needed a scheduling solution that put patient preferences first —and made access to care faster and simpler. Clearwave’s digital patient access platform ticked all our boxes, enabling rapid and flexible deployment to deliver superior patient satisfaction and operational efficiency.”

Annie Cain

Technology Manager | PANW

Pediatric Associates of the Northwest (PANW) is a leading pediatric practice providing comprehensive care to children in Portland, Oregon, and the surrounding areas.

In late 2018, PANW was looking for a new online appointment scheduling solution. They wanted to replace their current scheduling system because of inflexible patient-provider matching options and a poor user experience.

The current restrictive system meant that PANW could not provide smart, flexible scheduling across platforms and devices. Without scheduling flexibility, it was difficult for providers to control their schedules and optimize care coordination.

Patients were also unable to identify the right care provider and appointment type. This poor patient experience didn’t take their preferences and health

needs into account, and PANW felt they could do better.

During a conference presentation, PANW was impressed with Clearwave’s superior patient triage solution. They also received fantastic recommendations from other customers, and chose Clearwave’s Digital Patient Access Platform as its new scheduling solution.

The Clearwave Scheduling implementation process was fast and efficient.

Both teams collaborated to customize the workflows in a digital format, adding all the needed complex business logic. Once the logic was in place, PANW launched an “Online Scheduling” button on their website and portal, allowing patients to schedule appointments at their convenience.

Clearwave improved patient access and engagement by allowing patients to find and schedule appointments with the right care provider, 24/7. Clearwave's dialogue-based interface allowed PANW to collect patient scheduling needs automatically for a superior experience.

By combining patient needs, provider preferences and PANW business logic, Clearwave's matching algorithm, SchedLogic™, then identified the most suitable appointments to maximize patient access and provider visibility and efficiency.

PANW was able to leverage Clearwave to expand scheduling options, especially during their weekend clinics, without recruiting additional staff.

As a result of the implementation, PANW's practitioners now see more patients and increased revenue. The organization continues to define their business logic for optimized schedules and significantly improved patient engagement.

Says Annie Cain, Pediatric Associates Northwest's technology manager, "Patients and providers — even early skeptics — have loved the new system. With more full schedules, our providers are able to see more patients. We see huge potential in the platform to further enhance the patient experience and enable better utilization of staff to provide even better care."