

Case Study: *The Children's Clinic, Portland, Oregon*

1,200 Pediatric Flu Shots Self-Scheduled — Over Just Two Days!



An email was sent out from The Children's Clinic to let parents know that the flu shot was available and to let them know they were able to schedule their child's appointment online.

Within two days, 1,200 flu shot appointments were successfully scheduled with Clearwave Scheduling. 39% of those appointments were scheduled after-hours, with patients delighted to have 24/7 access, and 20% of self-scheduled appointments were booked last-minute, helping to fill gaps and optimize providers' schedules.

"Many providers were worried that patients would schedule appointments incorrectly; however, we were able to add rules and logic to prevent this. Both patients and providers have been pleased with the flexibility and capabilities. We were also happy to see that patients were able to schedule appointments correctly with our logic in place."

Sara J. Laun Cannon, M.D.

Pediatrician | **The Children's Clinic**

The Children's Clinic (TCC) is a physician group located in the metro area of Portland, Oregon. The group focuses on providing personalized pediatric expertise in a respectful and collaborative environment.

TCC wanted to enable online and mobile self-scheduling for their patients to increase patient access and patient engagement.

They also needed to help staff manage large fluctuations in demand for appointments.

TCC's scheduling rules are complex and derived from criteria such as patient age, last visit date and type, provider preferences and business prioritization. The patient self-scheduling system would need to hold all of the organization scheduling logic in place while allowing 100% automation and preserving flexibility and control.

For example, the reimbursement policy for well-child visits requires specific gaps between visits according to age.

A pediatric medical office often schedules same-day sick visits, so the visit's urgency must be prioritized before scheduling the appointment.

TCC chose Clearwave Scheduling as the right scheduling solution for their organization.

Clearwave's rules engine technology, SchedLogic™, allowed TCC to enable patient self-scheduling for 100% of their providers and appointment types.

SchedLogic™ identified and applied complex rules and appointment conditions with ease, automating TCC's appointment scheduling and giving patients round-the-clock access at their convenience.