



What One of Our Clients Has To Say About Patient Self-Scheduling



Dena Merrill, administrator

Q: Was it an easy transition for your staff once patients started using Patient Self-Scheduling?

A: Oh my gosh— Yes, I could not believe it! I worked with another online scheduling tool for two years trying to make that work, so I had low expectations. Medfusion Patient Self-Scheduling is really easy.

Q: Does Medfusion Patient Self-Scheduling really make scheduling easier for your staff?

A: This is our fourth month of using Patient Self-Scheduling and usage is growing. I'm talking about it in our newsletters and other areas to keep increasing the adoption of the solution. My staff is really liking the solution, we haven't received any negative feedback.

Q: Do the patients use it a lot?

A: Our patients love how easy it is! We only allow established patients to use the Medfusion Patient Self-Scheduling, for generally routine appointments. We've never had a double booking issue

We had 93 people use self-scheduling in one of the first months alone, which is already saving us money. Since an average scheduling call takes 7 minutes (Elizabeth Woodcock), our registration staff saved almost 11 hours. Time is money!

Most recently we had 131 appointments self-scheduled in one month so the use of self-scheduling is growing. But it's not just the ROI in money for our practice, its patients having a tool that is a huge convenience for them. Saving the patient time is even more valuable— think of their HOLD time!

Not only will self-scheduling pay for itself in one month, at the rate they're going look at what Hill Country's ROI will be in a year:

131 patients x 7 minutes = 917 minutes or 15.28 hours
15.28 hours x \$15.00/hour (average hourly rate) = \$229.20/month savings
\$229.20 x 12 months = **\$2750.40 in a year**