

UNUSED SCHEDULING CAPACITY COSTS MORE THAN YOU THINK



\$150 BILLION

Annual cost of missed appointments in the U.S.

What are potential causes?

1

PATIENTS EXPECT CONVENIENCE BUT FIND BARRIERS INSTEAD

77% of patients say the ability to **book, change or cancel appointments online** is important

ONLY 2.4% of appointments are **self-scheduled** by patients



2

MANUAL, ERROR-PRONE PROCESSES LEAVE SLOTS OPEN

88% of appointments are still **scheduled by phone**

76 DAYS from referral to appointment for complex diagnostic procedures is not unusual

3

PATIENT VOLUME AND REVENUE ARE LOST

5-30% costly **no-show rates** vary widely nationwide

60min & \$200 what each **open or no-show slot** costs a typical physician



3 WAYS TO OPTIMIZE SCHEDULING CAPACITY



1 Provide a fast, streamlined experience by centralizing scheduling across all departments and facilities



2 Assure smart, accurate and complete scheduling by automating the rules for optimal patient and resource scheduling



3 Offer unmatched convenience to patients and providers with integrated insurance authorizations, self-scheduling options and appointment reminders

IMPROVE YOUR ORGANIZATION'S PROFITABILITY