



# Allscripts Outcomes

Allscripts Customers Are Leveraging Relatient's Dash Platform to Drive Scheduling Optimization, Manage Rules and Efficiencies, and See Patients Sooner

More than 180,000 physicians use Allscripts, the EHR software that offers interoperability, flexibility, and extensive functionality for medical providers. Healthcare leaders who have made a significant investment with Allscripts are leveraging Relatient's patient engagement platform to maximize ROI. Take a look at the case studies.



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### Challenges & Needs:

- Improve no-show rate
- Strengthen online presence
- Simplify patient payments

### The Solutions:

- Dash Engage
- Dash Intake

### The Experience:

*"Patients tell us they looked us up online before choosing us as their provider. This is important because we are an independent medical group, working hard to grow organically. Our online presence is key to adding new patients to our practice."*

—Al Appel, Chief Administrative Officer, Associates in Dermatology

### The Results:

21%

**reduction** in patient no-shows

30%

**increase** in average online rating

27%

**increase** in revenue



### Challenges & Needs:

- Reduce no-shows
- Increase copay collection at time of service
- Increase patient volume

### The Solutions:

- Dash Engage
- Dash Intake

### The Experience:

*"Dash automates tasks that would otherwise tie up multiple front-desk staff on the phone all day, reminding patients of their appointments or trying to inform them of balances due. It's hard for a busy practice to stay on top of these things manually. What's even more is that Dash Intake makes it easy to see financial and payer information when the patient is checking in—we're collecting 90% of patient co pays upfront and they're auto posted to the patient's account. That's huge for us."*

—Julie Breedlove, Practice Manager, East Louisville division of One Pediatrics

### The Results:



**reduction** in patient no-shows



**significant increase** in patient volume



**Surveys put them in the search results** allowing them to compete with local hospital

90%

**of copays collected** at the time of service



Want to learn more about how your **Allscripts** practice can optimize patient engagement and scheduling?

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