Better Data Integration Boosts Operational Efficiency and Reduces No-Shows

From the outside, it looked like The Vancouver Clinic had nothing to worry about in managing patient appointments. Their no-show rate was below the U.S. average of 18%.

From inside the practice, however, this excellent result was all themore remarkable—because The Vancouver Clinic's former messaging provider was more hindrance than help.

Staffers needed to be able to enter known information about patient, such as a phone number or MRN, and quickly retrieve, in real time, a complete electronic log of the patient's contacts. Moreover, they also needed the capability to review exactly what was stated in voice messages and to read the text of electronic reminders.

The clinic's previous provider did not provide this level of service, and its customer service department was of little help in overcoming this deficiency.

They found a partner in Relatient

After researching several patient engagement companies, The Vancouver Clinic chose Relatient to solve its problem with access to patient contact information. The result: clinic staff can now quickly pull up complete and up-to-date patient contact information directly within their normal EPIC system views. They are also now automatically alerted about confirmations, reschedule requests and cancellations, along with other pertinent feedback and status changes gathered from the patient outreach.

"Relatient's commitment to customer care has exceeded our expectation, and by deploying their recommended best-practice strategies we have the added benefit of significantly lower no-show rates!" – Tom O'Neil, CIO, Vancouver Clinic

Results:

31% — **no-show drop** *after six weeks*

66% — **no-show drop** *after ten months*

✓ — *Great customer care*

⚙ — Up-to-date **integration with EPIC**

Dash solutions utilized:

Dash
Engage

VANCOUVER CLINIC

- Based in Vancouver, WA
- 400 providers
- 12 service locations
- EHR & PM functions: Epic