



NextGen Outcomes

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

More than 100,000 providers use NextGen, the EHR software that offers interoperability, flexibility, and extensive functionality for medical providers. Healthcare leaders who have made a significant investment with NextGen are leveraging Relatient's patient engagement platform to maximize ROI. Take a look at the case studies.

Challenges & Needs:

- Lower no-shows and last minute cancellations
- Expand patient access
- Improved patient communication during COVID-19
- Simplify patient communication with one platform

The Solutions:

- Dash Engage
- Dash Schedule
- Writebacks into NextGen

The Experience:

"Health Campaigns are our one total answer to plugging in an automated message that's intelligent and that we can have confidence is working every day and driving business and driving safety to patients and to the practices."

—Vice President, Call Center Operations

*Blinded case study; academic medical centers cannot be featured by name

The Results:



Patient-scheduled appointments **increased** from **80 per month to 4,000 per month**



Ability to send COVID-19 and inclement weather **updates quickly across the patient base**



Reduction in incoming patient call volume



Multi-channel appointment reminders **keep no-shows and last-minute cancellations low**

Challenges & Needs:

- No-show rate of 10%
- Reduce manual workload on staff

The Solutions:

- Dash Engage
- Writebacks into NextGen

The Experience:

"We looked at a few different vendors who provided patient engagement solutions, but we knew no one did it like Relatient. Relatient's Dash platform means we can add functionality as we build out our strategy and their reputation for being reliable and responsive made our decision pretty easy."

—Shannon Hubler, COO, The South Bend Clinic

The Results:



increase in patient payments



Reduced manual workload for staff



Relatient tech support answers the phone and responds to **help requests quickly**



No more system downtime



Challenges & Needs:

- Patients spend an average of 20 mins on registration/ check-in paperwork
- Long patient wait times
- Reduce manual work for staff

The Solutions:

- Dash Engage
- Dash Intake

The Experience:

"Onboarding new locations as a U.S. Dermatology Partners' practice previously included manual data entry from new patient paperwork. Dash helps us streamline this process with pre-appointment online registration that makes patient data easily accessible to physicians and staff."

—Dana Etheridge, Applications & Integrations Project Manager, U.S. Dermatology Partners

The Results:

90%

patient adoption of digital registration

20

minutes patients saved in the waiting room



Reallocated FTE's from data entry to higher impact roles



Seamless billing for patients & providers



Challenges & Needs:

- Getting the right patient to the right provider, conveniently
- Competing on consumerism
- Reduce manual work and minimize human error

The Solutions:

- Dash Engage
- Dash Schedule

The Experience:

"Our organization has seen tremendous growth over the past several years, but we didn't want to stop there. We began looking for ways to opportunistize on the systems we already have in place, and in that we found Relatient."

—Chad Bailey, Chief Operating Officer, Borland Groover

The Results:

28%

appointments scheduled outside business hours

30%

scheduled appointments within one week



Challenges & Needs:

- Getting the right patient to the right provider, conveniently
- Fill last minute cancelations
- Reduce manual work and minimize human error

The Solutions:

- Dash Schedule

The Experience:

"The ability to centralize scheduling, communicate with patients about appointment status, check insurance eligibility, and training new employees—all are so much easier with Dash"

—Tina Snodderly, COO, Tennessee Orthopaedic Clinics

The Results:

3.4% boost in capacity utilization

\$ \$800,000 ROI

19 last minute cancellations filled in a single week



Challenges & Needs:

- Mail presents substantial costs in labor, materials and postage
- Ineffective reminders and high rates of missed appointments are an industry-wide problem

The Solution:

- Dash Engage

The Experience:

"We wanted to find an affordable alternative to sending out patient prep instructions via mail. We also needed a way to automate our colonoscopy appointment reminders so our staff would not have to spend time doing them every day."

—Enrique Mata, EHR Manager, Utah Gastro

The Results:

67% boost in capacity utilization

33k dollars saved on mailing costs and labor