



Dash

By RELATIENT

eClinicalWorks Outcomes

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

More than 850,000 medical professions worldwide use eClinicalWorks, the EHR software that offers interoperability, flexibility, and extensive functionality for medical providers. Healthcare leaders who have made a significant investment with eClinicalWorks are leveraging Relatient's patient engagement platform to maximize ROI. Take a look at the case studies.

eClinicalWorks

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Challenges & Needs:

- Frequent scheduling errors
- High call volume leading to extended hold times
- Suboptimal capacity utilization
- Difficulty filling last-minute cancellations

The Solutions:

- Dash Schedule

The Experience:

"Dash has helped us streamline the scheduling process, reduce scheduling costs, and optimize access for our patients."

—Jana Baker, Practice Administrator, Atlanta Gastroenterology

The Results:

30%

reduction in handle time

2.7

improvement in completed appointments

\$2M

net return

99%

scheduling accuracy



Challenges & Needs:

- Increased call volume with COVID-19
- Minimal telemedicine opportunities required safely seeing most patients in person
- High turnover and lengthy training times for onboarding schedulers

The Solutions:

- Dash Schedule

The Experience:

"During the early days of COVID-19, our call volume went up dramatically, maybe by 20%. If there's any way to reduce the number of calls, to enable self-service, that's key for us in handling increased volume."

—Tim Reichert, Director of Marketing & PR, Eagles Landing Health

The Results:

97%

decrease in staff onboarding time (integrating with Salesforce)

30.9

percent of appointments were scheduled outside of business hours

90%

decrease in self-scheduling abandon rate