



athenahealth Outcomes

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

More than 160,000 providers use athenahealth, the EHR software that offers interoperability, flexibility, and extensive functionality for medical providers. Healthcare leaders who have made a significant investment with athenahealth are leveraging Relatient's patient engagement platform to maximize ROI. Take a look at the case studies.



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Challenges & Needs:

- Ability for patients to self-schedule same day appointments
- Remove need for staff to memorize provider scheduling rules
- Need for seamless integration with EHR/PM system

The Solutions:

- Dash Schedule

The Experience:

"Dash has flexibility, ease of use, and the ability to use the no-show rule to increase capacity utilization."

—Kemi Alli, MD, CEO, Henry J. Austin Health Center

The Results:

30% reduction in handle time

2.7 improvement in completed appointments

\$2M net return

99% scheduling accuracy



Challenges & Needs:

- Patients used paper forms, getting help if necessary—costing time and resources
- Immediate ramp up of mobile required for check-in for safety and social distancing

The Solutions:

- Dash Intake

The Experience:

"Without this software and the amazing Relatient team, we would not be able to keep our patients and staff as safe. We could not navigate COVID so successfully without Dash Intake."

—Lourie Roberts, COO, Olympia Orthopaedic Associates

The Results:

78% of patients check-in before arriving

63% reduction in wait times



Challenges & Needs:

- Difficult scheduling process
- Highly competitive market with demand for convenient scheduling options
- Suboptimal provider utilization due to restrictive templates and complex scheduling rules

The Solutions:

- Dash Schedule

The Experience:

"The entire scheduling process is much, much improved with Dash."

—Kevin Deter, CEO, Peachtree Orthopedics

The Results:

10%

appointments scheduled online within the first quarter

91%

commercially insured

75%

new patients



**RESURGENS
ORTHOPAEDICS**

Challenges & Needs:

- Suboptimal provider utilization
- Difficulty engaging patients using multi-channel communication
- Provider specific scheduling preferences

The Solutions:

- Dash Schedule

The Experience:

"Relatient tailored the solution to meet our needs. Through their partnership we've been able to transform our scheduling operations."

—Jeff Goldberg, COO, Resurgens

The Results:

97%

improvement in utilization

3X

increase in positive online reviews



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

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