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OrthoSC Improves Provider Utilization and Patient Access with Intelligent Scheduling Technology

THE CHALLENGE

OrthoSC is an orthopedic practice made up of 80 providers across 6 locations in the northeastern counties of South Carolina. It needed to streamline access to care and enhance its scheduling approach in order to realize efficiencies and remove time-consuming steps.

THE SOLUTION:

Relatient's Dash Schedule solution including both centralized scheduling and online self-scheduling.

RESULTS:

OrthoSC streamlined their scheduling operations and implemented better access, increased patient added to waitlists, and decreased staff onboarding time. Most impressively, it realized a 50% increase in waitlist conversions.

Expanding practice meets growth ambitions by redefining how patients schedule care

With a vision to offer the best bone, joint, and muscular care that can be found anywhere, OrthoSC sought to bring simplicity to a complex healthcare system and offer the Grand Strand community better and more convenient access to care.

Located in the Northeastern counties of South Carolina, OrthoSC was expanding as rapidly as the community it served. Boasting a total clinical staff of 80 across six locations, offering a full range of orthopedic care, imaging, surgical interventions, and physical therapy, the practice was feeling the increasing administrative strain of filling and balancing 34 provider schedules—all of whom had differing locations, specialties, preferences, and hours—with the staff and technology at their disposal.

To ensure the practice could continue to deliver efficient, high-quality care, Andrew Wade, CEO of OrthoSC, assessed how their care delivery pathway could be augmented through technology.

Eliminating manual scheduling processes boosts operational and staff efficiency.

The first improvement was streamlining access to care and removing several unnecessary and time-consuming steps.

As with many in the healthcare industry, OrthoSC's scheduling process was a manual endeavor that required hard copies, historical knowledge, sticky notes, and the quick decision-making of staff to make sure the patient found their way onto the appropriate specialist's schedule in a timely manner. This extensive process led to scheduling errors and negative patient and practice experience.

By implementing **Dash Schedule**, OrthoSC removed several significant barriers to finding the right care at the right time for the patient. The new platform replaced the hard copy notes with a rules-based system that accommodates each care provider's specific requirements—insurance type, clinic hours, appointment type, clinic locations—to be input as the logic that guides both patients and staff as they searched for appointments. The intelligent solution also makes cancelling and rescheduling as easy as a simple click of button, with automated waitlist management options that ensure optimal provider utilization.

"The Dash platform has been a game changer for our practice. We can schedule quickly, and with confidence, through a user-friendly system. It even integrates with our practice management and EHR systems, so there's no additional work to be done," said Nancy Holden, OrthoSC Call Center Director.

By implementing better access and scheduling operations with Dash Schedule, the team at OrthoSC has seen a significant reduction in scheduling errors, and made onboarding new schedulers easier, with less training time and knowledge requirements. In addition, in a single year, OrthoSC boosted overall new patient acquisition, increased patients on the wait list by 39%, and saw a rise in patients moving from waitlist to appointments by 50%.

"The AI-driven, process-driven, system-driven approach that Relatient has given us has taken what is a real work of art in terms of complexity and crunched it down into something that is super simple to work with," said Wade. "It's been incredible for us in terms of being able to onboard new team members so that they can focus more of their energy on meeting the patient where they are in that moment and having a conversation to help them get where they need to get, instead of trying to remember all of the moving pieces."

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Adopting consumer-driven habits and technology accelerates healthcare access and delivery

Wade credits the adoption of technology that attempts to bring patients an experience that mirrors the way we buy a plane ticket or book a hotel room for being the cornerstone of OrthoSC's ability to deliver high-quality care more efficiently. The shift to consumerism in healthcare—shopping for quality, access, and cost in an easy-to-understand package—is the future of overcoming patient access hurdles.

"I want to see healthcare be delivered in a way that is more closely aligned to the way Amazon delivers boxes to my front porch," said Wade.

OrthoSC is showing how technology adoption is more than a trend, it's critical to operations and ensuring smoother access to care. Learn more about OrthoSC in Dash Talk: [How Better Access Gave OrthoSC a 'Leg Up' on Care Delivery](#).

PROVEN EFFECTIVENESS

- An Intelligent scheduling solution helped OrthoSC increase waitlist conversion by 50%.
- Management reported decreased new staff training and onboarding time.

