ORTHOSC INCREASES WAITLIST CONVERSIONS BY 50%

OrthoSC

THE STRENGTH OF EXPERIENCE

- **Orthopedics**
- **6 locations**
- **80 providers**
- **athenahealth**

Key Wins

50%
increase in waitlist conversion

2.7%
no-show rate

67%
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."
>
> **Nancy Holden**
> Call Center Director
> OrthoSC

The Goal

OrthoSC, an 80-provider orthopedic practice with six locations in northeastern South Carolina, needed to streamline access to care and enhance scheduling to improve efficiency and reduce time-consuming steps. As the practice expanded alongside the rapidly growing community, balancing 34 provider schedules - each with various locations, specialties, and hours – became increasingly challenging for staff using existing tools. With a mission to offer top tier bone, joint, and muscular care, OrthoSC sought to simplify a complex healthcare system and provide the Grand Strand community with better, more convenient access to care. Recognizing these needs, CEO Andrew Wade explored ways to optimize their care delivery pathway through advanced scheduling technology to ensure the practice could continue delivering efficient, high-quality care.

The Solution

OrthoSC's first improvement focused on streamlining access to care by removing unnecessary, time-consuming steps. Previously, their scheduling process was manual, relying on binders, sticky notes, historical knowledge, and quick staff decisions to place patients with the right provider. This cumbersome process often led to scheduling errors and poor patient experience. CEO Andrew Wade credits their technology adoption, designed to mirror the simplicity of booking a flight or hotel, as key to enhancing care delivery. By embracing healthcare consumerism, where quality, access, and cost are clear, OrthoSC transformed patient access. "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.

The Relatient Difference

By implementing Dash Schedule, OrthoSC replaced outdated methods with a rules-based system tailored to each provider's requirements, such as insurance type, clinic hours, and appointment preferences. The intelligent solution also simplified cancellations, rescheduling, and waitlist management, optimizing 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. In just one year, OrthoSC boosted new patient acquisition, increased patients on the waitlist by 39%, and saw a 50% rise in waitlist conversions, all while reducing scheduling errors and training time. OrthoSC's experience shows that adopting technology is critical to streamlining operations and improving access to care.

See why 40,000 physicians trust us – Schedule your Dash demo today

RELATIENT