HOW RESURGENS GOT 20% OF APPOINTMENTS SELF-SCHEDULED

RESURGENS ORTHOPAEDICS

🩺 Orthopedics   📍 24 locations

👥 150 providers   📋 athenahealth

Key Wins

83%
physician utilization rate

20%
of appointments are self-scheduled

40%
of MRI referrals are self-scheduled

29%
of appointments are self-scheduled after hours

> *"Real-time integration and modification allow us to get appointments scheduled in Dash and have them almost immediately appear in athena, and any changes we make to our scheduling rules happen in real-time and flow in a bi-directional way."*
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> **Grace Riepe**
> VP of Business Operations
> Resurgens Orthopaedics

The Goal

Resurgens Orthopaedics, with over 150 providers across 24 locations in the Atlanta area, has grown to be one of the largest and most respected orthopedic practices in the country. However, as the organization grew, scheduling complexities increased. Managing diverse provider preferences across multiple locations led to inefficiencies, higher patient call abandonment rates, and extended hold times. Patients seeking quick access to care often faced challenges booking appointments. Their staff relied on manual processes like binders and sticky notes to manage provider schedules, which became unmanageable as the practice grew. Resurgens aimed to streamline its scheduling process, improve patient access, and reduce the burden on staff by finding a more scalable, automated solution.

The Solution

Resurgens Orthopaedics set out to transform their scheduling operations to better meet the needs of providers, staff, and patients. They began by implementing intelligent scheduling within their contact center to boost efficiency, followed by patients self-scheduling to improve access, and finally, referral self-scheduling to automate next appointment tasks for both staff and patients. An important reason for choosing Relatient's Dash solution was its seamless integration with their athenahealth EMR solution.

"Real-time integration and modification allow us to get appointments scheduled in Dash and have them almost immediately appear in athena," says Grace Riepe, VP of Business Operations at Resurgens Orthopaedics, "and any changes we make to our scheduling rules happen in real-time and flow in a bi-directional way."

The Relatient Difference

Resurgens Orthopaedics adopted Relatient's Dash solution for patient scheduling. In an age where finding a new patient is at least 5x as expensive as retaining an existing one, it is important for healthcare organizations to optimize the patient experience and maintain loyalty. "We know we provide great care," says Riepe, "but how do we make sure patients are drawn to us and we're responsive to them quickly?"

Centralized scheduling allowed the entire organization to have an automated and intelligent solution that tracks all provider preferences and rules in real-time. Resurgens expanded their strategy to include online self-scheduling and proactive referral self-scheduling. "Our team was spending a considerable amount of time making outbound scheduling calls to patients referred for an MRI," Riepe explains.

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