



# Kentucky Pediatrics Group Automates Processes, Reduces No-show Rates Through Better Engagement and Online Scheduling

## THE CHALLENGE

One Pediatrics is a physician-owned network made up of 43 providers across seven affiliated pediatric practices, with 10 locations in the Kentuckiana region. It needed to streamline and automate its billing process and enhance its scheduling approach in order to realize efficiencies, grow new patients, and cut no show appointments.

## THE SOLUTION:

Relatient's Dash platform, including key modules across Dash Schedule, Dash Engage and Dash Intake solutions.

## RESULTS:

One Pediatrics automated patient outreach, integrated multiple practice calendars, increased patient retention and loyalty, and improved its overall physician availability. Most impressively, it reduced its no-show rate to less than 1% and today is collecting 90% of its copays upfront.

When One Pediatrics was established in 2013, they wanted to create a pediatric experience that offers families the resources of a large network with the high-touch, personal feel of a hometown pediatrician. If combining the staff, systems and workflows of seven practices wasn't complicated enough, One Pediatrics struggled to juggle many manual processes, such as collecting and processing patient payments, follow-up phone calls to minimize no-show rates, and tedious scheduling processes. They knew they needed help effectively – and efficiently – engaging patients throughout the patient journey.

## Trusted Advisors Lead One Pediatrics to Relatient

Working with R1, One Pediatrics' trusted advisors and management group, One Pediatrics found Relatient's Dash Platform, which includes patient scheduling, communication, and patient billing solutions – all of which are configurable and user-friendly. These solutions enabled One Pediatrics to drastically reduce manual processes, while also improving patient engagement and retention by:

- Automating One Pediatrics' billing process, giving patients the ability to stay informed of their current balances, pay from any web enabled device, and have receipts emailed to them.
- Integrating with One Pediatrics' existing Allscripts PM system and providing auto-posting functionality that saves One Pediatrics staff time so they can redirect their efforts to tasks that can't be automated.
- Helping to cut down on patient no-shows with bi-directional appointment reminders that immediately notify One Pediatrics staff when patients confirm, cancel, or reschedule.

- Enabling patients or caretakers to self-schedule their appointments through the use of targeted messaging with online scheduling promotion.
- Fueling the growth of new patients through patient surveys that drive reputation management, which, with the help of Google Reviews, ensures that One Pediatrics' happy patients now serve as evangelists for the network.

## Online Scheduling & Targeted Messaging Further Improves Patient & Provider Experiences

As their success with different patient communications grew, One Pediatrics quickly found that by offering patients the ability to self-schedule appointments online, dramatically improved patient and staff workflows. "Patient engagement is more important than ever for One Pediatrics—our patients' parents are running in so many directions, and they often don't have time to reach out to us until 7:00 or 8:00 in the evening, well after we're closed," explains Julie Breedlove, Practice Manager for the East Louisville division of One Pediatrics. "We needed to find ways for parents to reach out to us when and how it's convenient for them, and Dash helped us do that."

Relatient worked with One Pediatrics to implement a strategic, methodical approach to patient management. "We start by ensuring we have a solid record of both physician and patient time preferences, and then automate regular outreach to patients throughout the year," explains Kellie Doligale, One Pediatrics' Care Coordinator. A patient with an upcoming birthday, Doligale explains, might receive a reminder for an annual wellness visit. Or, seasonal messages around specific vaccines, or automated, personalized messages can reach a patient the organization hasn't seen for several months, prompting them to come back in.

When a physician or two in the practice has a large block of availability unexpectedly open up, that can be a key trigger for outreach, too. In that case, One Pediatrics might send an online push notice to thousands of patients reminding them that they offer online scheduling as a service. "That often prompts folks to book an appointment they might have been thinking about but had put off setting up for some reason," Doligale adds, "and when people book their own appointments, they're also saving the time, money and paperwork that otherwise might be required by calling a receptionist at our office."

Overall, leveraging Dash by Relatient has been a booming success for One Pediatrics. "We've automated patient outreach, integrated multiple practice calendars, increased patient retention and loyalty, and improved our overall physician availability," Doligale notes. "Maybe best of all, we've reduced our no-show rate to less than one percent, which keeps all of One Pediatrics' physicians working at the important medical tasks they've been trained for at maximum efficiency."

**"We're now collecting 90% of patient co pays upfront and they're auto posted to the patient's account," said Cheryl Sidebottom, Practice Manager for One Pediatrics' Prospect Pediatrics. "That's huge for us."**

### PROVEN EFFECTIVENESS

- Targeted communications helped One Pediatrics decrease no-show rates.
- Parents of patients report satisfaction in obtaining appointments and scheduling.
- One Pediatrics has seen success with text and SMS messages to patients.

