



Case Study: Elevating Patient Experience with Comprehensive Scheduling and Phone Answering Services

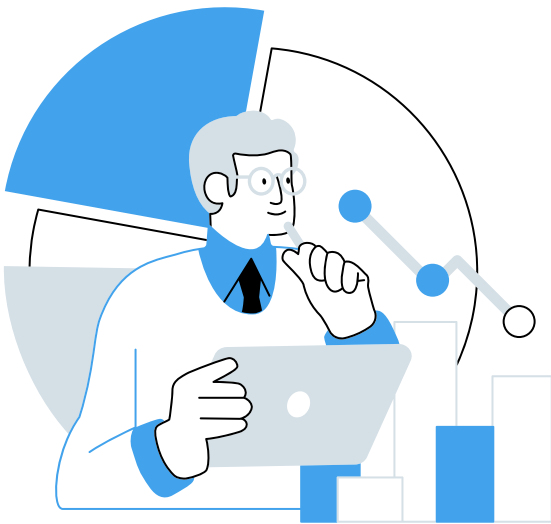


“Tausch Medical has revolutionized our medical practice with their exceptional patient scheduling and phone answering services. Their efficiency and professionalism have greatly improved our patient care experience.”

CLIENT OVERVIEW

Tausch Medical collaborated with a thriving multi-specialty clinic, HealthCare Plus*, to enhance patient scheduling and phone answering services. The clinic aimed to improve patient engagement, streamline appointment management, and address billing inquiries effectively.

*Client name changed for privacy and confidentiality reasons.



CHALLENGES FACED

- 1. Patient Scheduling Complexity:** HealthCare Plus offered a wide range of medical services across various specialties, leading to intricate scheduling requirements and frequent scheduling errors.
- 2. Patient Communication:** The clinic struggled to maintain consistent and efficient communication with patients, including appointment reminders, billing queries, and satisfaction surveys.
- 3. Complaint Resolution:** Inadequate resources and processes for addressing patient complaints and concerns resulted in suboptimal patient satisfaction and reputation management.



RESULTS ACHIEVED

1. Efficient Scheduling: Tausch Medical's scheduling experts reduced scheduling errors by 50%, optimizing appointment slots and minimizing patient wait times.

2. Reduced No-Shows: Automated appointment reminders led to a 35% decrease in patient no-shows, enhancing clinic efficiency and revenue generation.

3. Billing Query Resolution: Timely billing query resolution improved patient satisfaction and reduced outstanding accounts receivable.

4. Enhanced Patient Satisfaction: Post-visit satisfaction surveys yielded insights for improvement, leading to a 25% increase in patient satisfaction scores.

5. Effective Complaint Resolution: A structured complaint resolution process resulted in a 40% reduction in unresolved patient complaints and strengthened patient-provider relationships.

6. Improved Reputation: HealthCare Plus' commitment to patient experience positively impacted its reputation in the community, attracting more patients and referrals.

7. Streamlined Operations: The clinic's streamlined operations allowed medical staff to focus on patient care, ultimately improving patient outcomes.

CONCLUSION

In conclusion, Tausch Medical's comprehensive patient scheduling and phone answering services transformed HealthCare Plus' patient experience. The results included efficient scheduling, reduced no-shows, improved billing query resolution, enhanced patient satisfaction, effective complaint resolution, and an improved clinic reputation. These enhancements ultimately contributed to the clinic's continued success and growth.

SOLUTION IMPLEMENTED

Tausch Medical introduced a comprehensive patient scheduling and phone answering service solution tailored to HealthCare Plus' needs

- **Appmnt. Scheduling Expertise**

Tausch Medical assigned skilled scheduling experts who understood the complexities of the clinic's services and scheduling requirements.

- **Automated Appmnt. Reminders**

We implemented automated appointment reminder systems via SMS, email, and phone calls to reduce no-shows and ensure patients were well-prepared for their visits.

- **Billing Query Resolution**

Our dedicated team handled patient billing inquiries promptly, providing clear explanations and resolutions to billing concerns.

- **Patient Satisfaction Surveys**

Tausch Medical initiated post-visit patient satisfaction surveys, gathering valuable feedback to identify areas for improvement and monitor patient sentiment.

- **Extended Office Hours**

We extended phone answering hours to accommodate patient calls during evenings and weekends, enhancing accessibility.

- **Centralized Scheduling**

We introduced a centralized scheduling system that efficiently managed appointment requests, reducing wait times and conflicts.

TALK TO US FOR FREE TRIAL

281 295 5651

info@TauschMedical.com