



Patient Scheduling Review

Shining a light on new patient opportunities

Every day, your health system gets inquiries from new patients wanting to schedule care. Your teams work hard to provide timely access, leading many to become part of your system. What about the rest?

Are you able to measure how many may not be joining your system at that first touchpoint? Do you have a gauge on how many can't get an appointment to fit their schedule? What about those who may not be aware of alternative appointment options?

In a time of rapid change, meeting new patients' shifting needs and heightened expectations is even more critical.

A Patient Scheduling Review is a research framework that provides a check-up on your appointment scheduling process offering insights into both its strengths and opportunities to further enable successful outcomes.

How the Patient Scheduling Review works

Our Patient Scheduling Reviews use proven healthcare mystery shopping techniques to deliver detailed, ongoing assessments of those critical first experiences. We'll work with you to customize an approach that focuses on your specialties or biggest areas of concern in order to help you achieve your growth objectives.



Finding Ways to Welcome More Patients Through the Front Door

One of our clients, an award-winning, comprehensive healthcare system located in the Midwest, recognized a need to monitor interactions with potential patients calling to schedule an appointment. Their goal was to uncover opportunities to improve the overall scheduling experience. However, what started as a way to monitor patient scheduling practices evolved to become even more valuable. The research enabled our client to track how often representatives overlooked giving prospective patients alternative, in-system provider options, when needed.

How We Helped

The DRG tailored a Patient Scheduling Review, with professional DRG interviewers making calls to our client's participating clinics, seeking to schedule a same day appointment. Working from pre-determined scripts, DRG interviewers call as potential new patients, briefly share their ailment, and request to schedule an appointment with a specific doctor. Throughout the interaction, our interviewers record key aspects of the call, including:

- Was same-day patient access available? If not, what was the next available appointment date offered?
- If a timely appointment was not available, did the scheduler offer alternative options within the health system or with partner providers?
- Ratings on specific call details (use of approved clinic greeting, length of call, hold time, etc.)
- Assessment of scheduler's demeanor (friendliness, clarity, professionalism, etc.)

Research Results in Action

The DRG created custom reports providing both system-wide and specialty-specific performance snapshots on a monthly basis. Our client is gaining valuable insight on the overall quality of the scheduling experience and measuring the frequency of offering same day appointments. Additionally, the findings revealed that when a timely appointment was not available, a rather high proportion of the staff did not offer alternative healthcare options within our client's system.

Prior to conducting this research, our client had no easy way to capture this data. Now, they have a validated process to monitor the frequency of the problem and the ability to swiftly take corrective action. This ongoing data gives them the ability to identify high performing schedulers, have them share best practices and training advice where needed, and to acknowledge successful improvements among staff across their system.

Consumers have many healthcare options to choose from.

When they choose to contact you, you work hard to welcome them into your system.

Checking in on your scheduling processes can help ensure those inquiries result in access to the high-quality care you provide.

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Isn't there another doctor my mom can see at this location?

I can't wait that long for my son to be seen.

I'm too sick to drive that far.

I've been on hold way too long.

I couldn't get the appointment I was looking for online.

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Ready to get started?



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