Self-Scheduling Pilot Program Delivers $1.5M in Revenue, Nearly 1,500 Net New Patients in Five Short Months
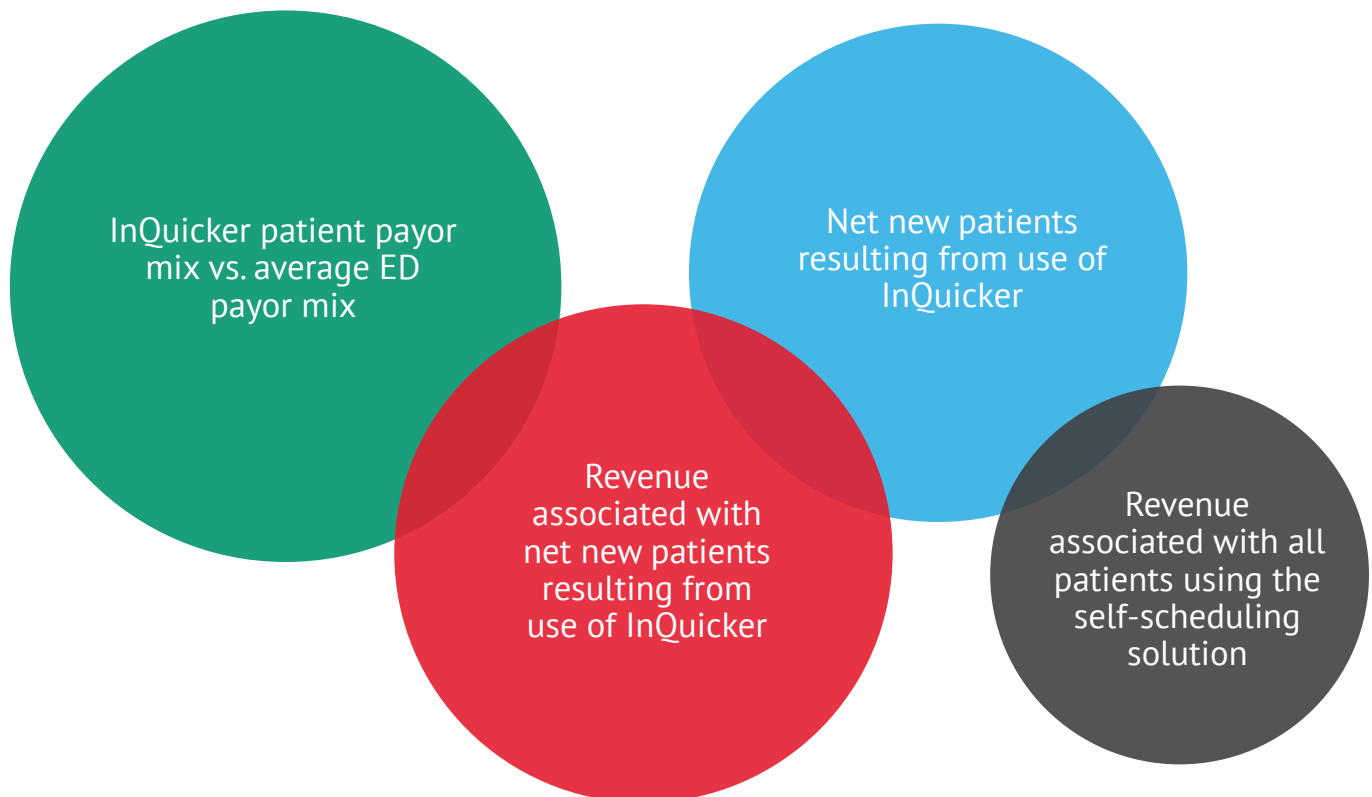
The Situation

One of the nation's largest not-for-profit healthcare organizations was looking for a way to unify its many hospital systems dispersed across the United States. The organization, which already utilized InQuicker in eight of its systems, decided to expand its use of the digital self-scheduling solution into five additional systems via a controlled pilot program. The goal: To prove InQuicker's ability to drive patient acquisition and satisfaction system-wide.

The Solution

The healthcare organization worked with the InQuicker team to launch the pilot in October 2014. In all, InQuicker was implemented in six emergency departments, 10 urgent care centers and five mammography sites.

Four factors were evaluated and measured throughout the five-month-long effort, including:

InQuicker patient payor mix vs. average ED payor mix

Net new patients resulting from use of InQuicker

Revenue associated with net new patients resulting from use of InQuicker

Revenue associated with all patients using the self-scheduling solution

The Outcome

In just five months, the healthcare organization's pilot systems saw a combined **$1.5M in revenue** from InQuicker patients alone.

- InQuicker drove **1,443 net new patients** through the system during the pilot.

- **74% of InQuicker patients** who came through the system during the pilot were **commercially insured** – versus 42% of non-InQuicker patients.

- The hospital systems saw a **revenue increase of $658K** from net new InQuicker patients.

$1.5M
in combined revenue in five months.
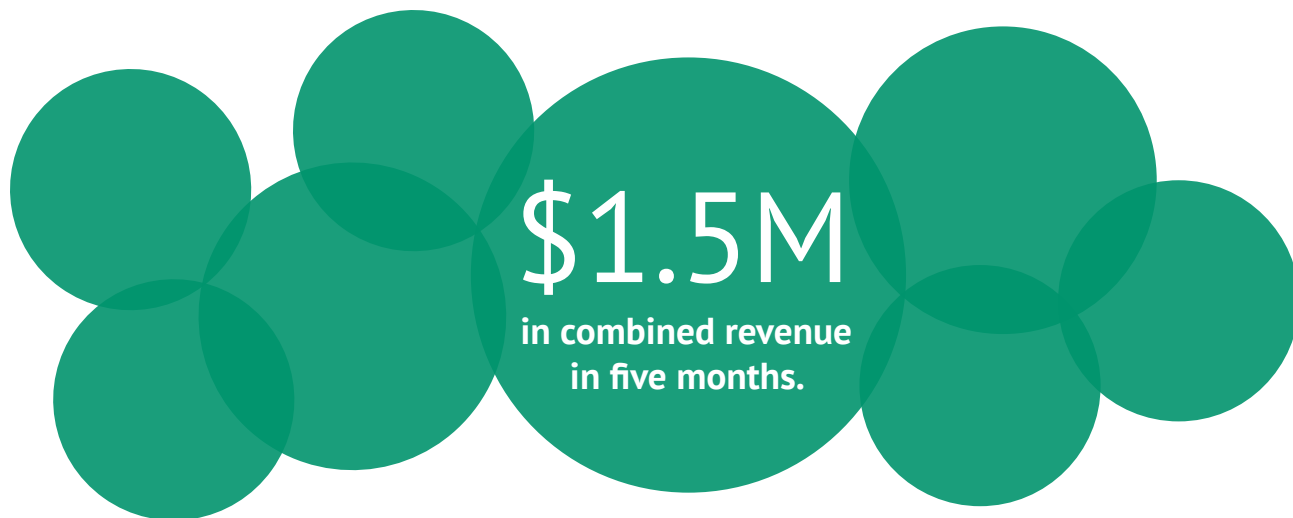
The Results

Because of the success of the pilot, InQuicker is being used in 16 of the hospital systems across the healthcare organization – with plans for additional implementations on the books.

" By implementing InQuicker in most of its hospital systems, the parent organization has been able to achieve the cohesion it sought – along with significant financial benefits. In the end, we had a happy client, happy hospitals and happy patients. It was a win all-around."

– Kurt Essenmacher,
vice president of Client Services for InQuicker

To learn more or to schedule a demo, contact us at info@inquicker.com.