

## Five-Hospital System Introduces Patient Self-Scheduling In Its Women's Health Services – And Sees Results Enterprise Wide.

---

### The Situation

A five-hospital system in the Midwest had a problem – it didn't have the resources it needed to acquire new patients and keep them in network. Office hours-only phone scheduling, crowded phone lines and long hold times made it difficult and frustrating for people to get through to a facility to make an appointment.

### The Solution

The network looked to InQuicker, a cloud-based, digital patient scheduling solution, with the intention of implementing self-scheduling in its urgent care centers and emergency rooms – giving patients the ability to “check-in” and wait for a projected treatment time from home.

InQuicker, instead, proposed an **enterprise-wide solution**. Rather than implementing InQuicker exclusively in the system's emergency rooms and urgent care centers, why not put InQuicker's self-scheduling solution in service lines throughout the hospitals?

Health system leaders saw this as an opportunity to **give patients 24/7 access to appointment scheduling** and made the decision to begin by testing InQuicker in five of its mammography locations – giving patients the ability to self-schedule a mammogram online several weeks in advance.

**Implementation of InQuicker started on October 14, 2014, and took only four weeks.** All five mammography locations went live simultaneously in mid-November.



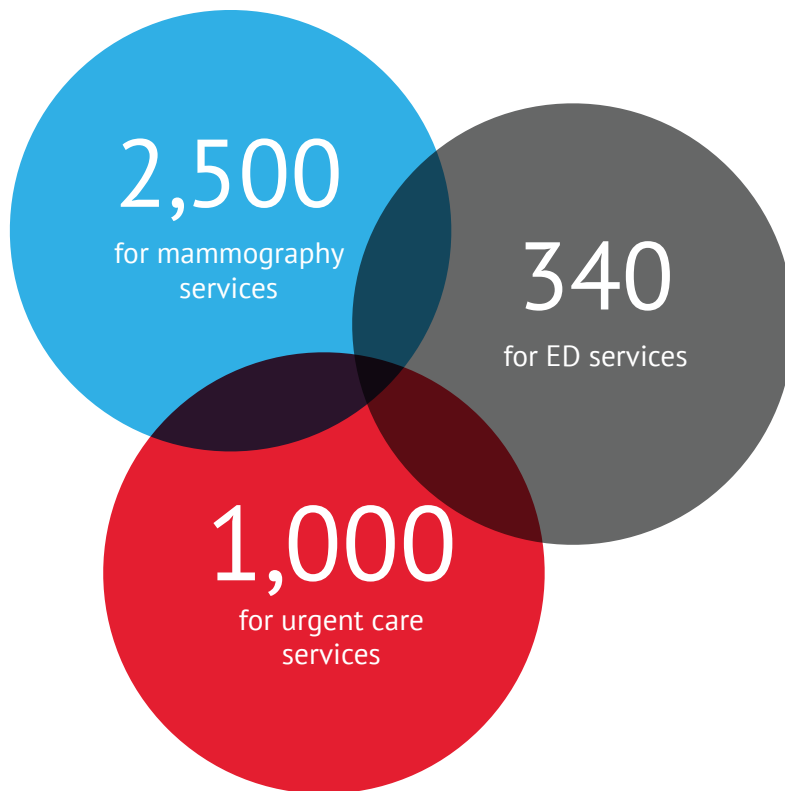
### The Outcome

Shortly after implementation, the health system's mammography sites experienced a significant increase in the number of commercially insured patients they saw and **a financial ROI within 45 days of go-live**. This inspired the network to add two emergency departments, one urgent care center and 900 physicians to its InQuicker contract.

## The Results

In the first 12 months following the launch of InQuicker, the health system saw 4,155 prospective patients utilize the self-scheduling service, including:

- More than 2,500 for mammography services
- More than 340 for ED services
- Nearly 1,000 for urgent care services



### Of those who used InQuicker:

- 66% self identified as being “new” to the facility for mammography.
- 53% self identified as being “new” to the facility for urgent care services.
- 39% self identified as being “new” to the facility for ED services.

### In addition:

- 82% of the patients who used InQuicker to access mammography services said they would recommend it to others.
- 97% of the patients who used InQuicker to access ED services said they would recommend it to others.
- 95% of the patients who used InQuicker to access urgent care services said they would recommend it to others.

“The positive results experienced by this partner are common across our book of business,” said Kurt Essenmacher, vice president of Client Services for InQuicker. “Our solutions are designed to support provider strategies around patient acquisition, satisfaction and retention – and they do so, again and again.”

To learn more or to schedule a demo, contact us at [info@inquicker.com](mailto:info@inquicker.com).