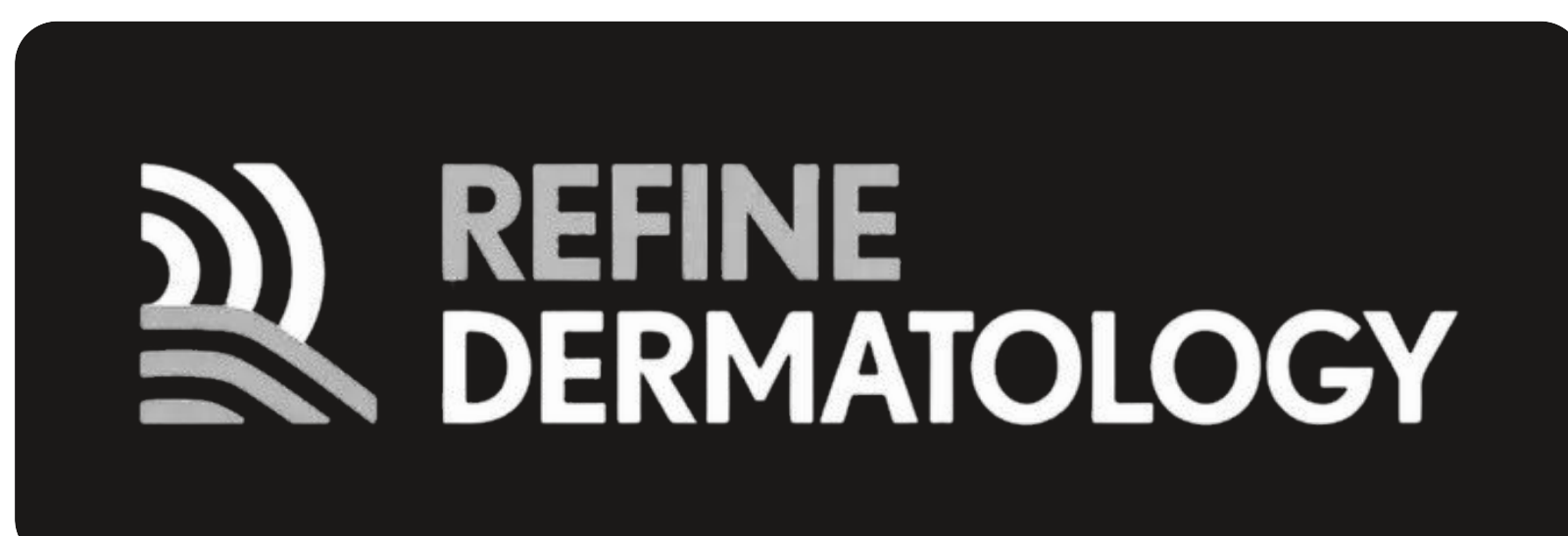


Tennessee dermatology practice earns high praise from happy patients while reducing the workload on staff

Meet the practice



📍 1 locations 🏥 2 front office staff
👤 1 providers

Challenges

- ✗ **A maxed out front office staff**
Relying on phone calls for patients to schedule, reschedule, and cancel appointments, the practice reached a monthly high of 2,500+ inbound calls for 90+ hours of phone time.
- ✗ **Happy patients but few Google Reviews**
The previous scheduling technology only supported a one-way integration with athenahealth, which showed patients availability but did not sync booked appointments with the PM system, creating more work and phone calls for staff.
- ✗ **Reluctance to ask for a form of payment at check-in**
The practice required a credit card on file when patients arrived for their appointments; however, front office staff were uncomfortable enforcing the policy.

Solutions

NextPatient's integration with ModMed supports a patient experience the practice can be proud of — staff aren't tied to phones, patients spend less than 5 minutes in the waiting room, and payment cards are already on file.

- ✓ The ability for patients to schedule and manage appointments themselves, even when the office is closed, has dramatically decreased call volume and no-shows
- ✓ The practice's dermatologist is now the most reviewed in the state, receiving 95+ reviews in one month. Plus, with bandwidth for more meaningful patient interactions, the staff's customer service is complimented in more than half of reviews
- ✓ The ability to capture credit card on file at the time of booking automates the process for staff, attracts a valuable patient population, and allows the practice to recoup more revenue



As a practice that has grown out of its infancy stage, my standards have changed for the type of vendor I want to work with.

NextPatient over delivers on a premier customer service experience with direct access to our account manager that sets up our staff for success.

Andy Salyards
Co-Owner, Refine Dermatology

Results after just 3 months

59%

of appointments booked online are for new patients

45%

of appointments booked online are made after hours

1%

no-show rate for appointments booked online

4.9

Google Business rating with 370+ reviews

460+

fewer inbound calls and 18 hours of phone time saved on average each month

[Schedule a demo](#)

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