

## CASE STUDY | Online Scheduling

See how Eye Surgical Associates seamlessly schedules referrals online for a modern patient experience

### MEET EYE SURGICAL ASSOCIATES

## The largest and longest-serving ophthalmology practice in Lincoln, Nebraska

Eye Surgical Associates has a long history of expertly serving patients and referring doctors for adult and pediatric medical and surgical eye care.



### BEFORE PARTNERING WITH NEXTPATIENT

Faxes and phone calls to schedule referral appointments inundated front office staff and compromised patient experience.



Patient left referring provider visit without a specialist appointment



Patients had to wait on a phone call to set up a specialist appointment



Front office staff couldn't keep up with large number of referral faxes and phone calls

### A MODERN PATIENT EXPERIENCE

Partnering with NextPatient, referring providers can now book appointments with Eye Surgical Associates online, drastically improving efficiency for front office staff and giving patients the instant satisfaction of a confirmed specialist appointment.

#### Referral Appointments Booked Online

2021 - **891**

2022 - **1,974**

2023 - **2,313**

- ✓ Patients leave referring provider visit with a specialist appointment and email confirmation
- ✓ Reduced outbound calls and phone tag for front office staff and patients
- ✓ Drastic decrease in referral faxes for front office staff