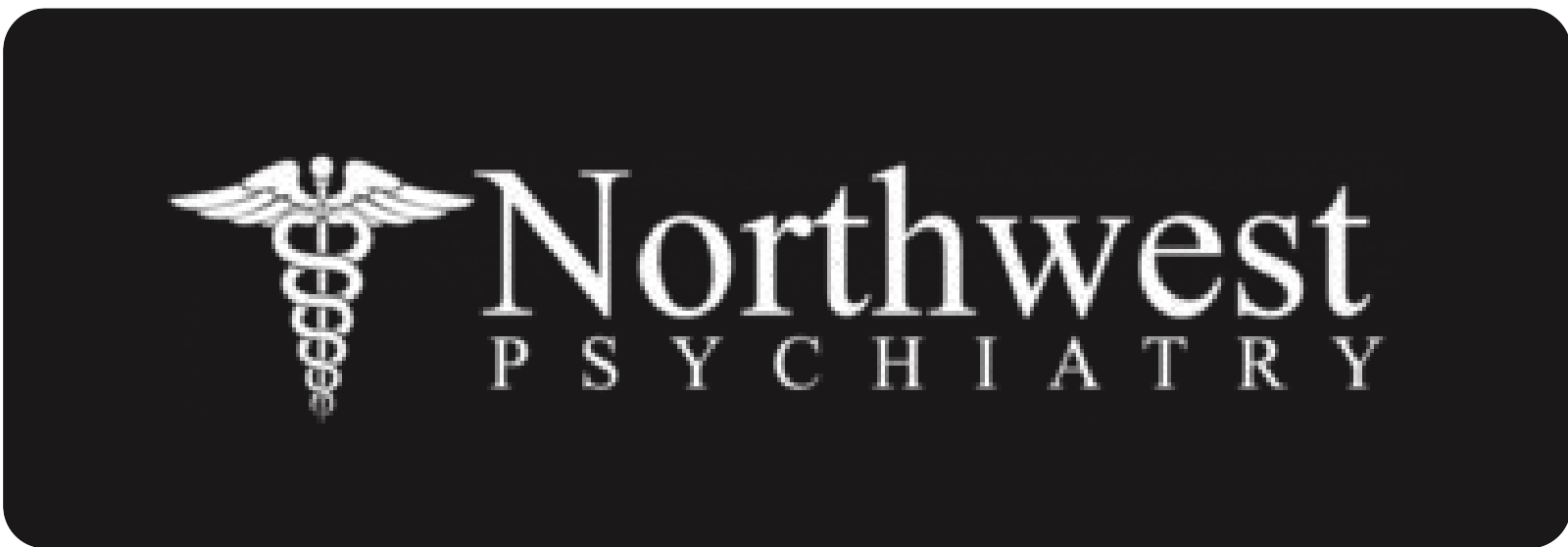







Northwest Psychiatry captures 78% new patients through NextPatient’s self-scheduling

Meet the practice






 Austin, TX
 3 providers

Challenges

-  **No online scheduling**
The practice wanted a streamlined self-scheduling solution to give patients convenience and cut down on phone calls for front office staff.
-  **Patient acquisition hindered by phone tag**
Scheduling new and referred patients was plagued by missed calls and voicemails.
-  **Loss of revenue and time due to no-shows**
Without the ability to capture a card on file, the practice found that patients would no-show appointments instead of canceling.

Solutions

NextPatient’s integration with athenahealth streamlines scheduling for new, existing, and referred patients, reducing inefficient phone tag for front office staff, converting more referrals into booked patients, and driving down no-shows.

-  **Self-scheduling** empowers patients to book on their own time and diverts scheduling-related phone calls for front office staff
-  **A referral management system** allows patients to self-schedule, sends automated reminders to patients who haven’t booked, and allows staff to easily track referred patients
-  **The ability to capture a card on file** at the time of booking allows the practice to enforce a payment policy, deterring no-shows, protecting providers’ time, and minimizing lost revenue



Instead of playing phone tag, NextPatient streamlines the scheduling process for patients, referring providers, and our staff.

Dr. Arvinder Walia
Founder, Northwest Psychiatry

Results after 6 months

78%

of appointments booked online are for new patients

49%

of referrals convert to booked patients

29%

of appointments booked online are made after hours

3%

no-show rate for appointments booked online

[Schedule a demo](#)

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