


NextPatient

Orange County gastroenterology practice improves patient communication, clinical outcomes with NextPatient

MEET THE PRACTICE



 7 providers

 2 clinics

 5 surgery centers and hospitals

CHALLENGES

A lack of modern tools for patient communication

Noticing the prevalence of two-way texting with their own personal doctors' offices, OC GastroCare wanted to offer the same ease of communication to their own patients.

The practice was also unable to customize appointment reminders and relied on their front office staff to request post-visit surveys and reviews.

Online scheduling and check-in required extra work for both patients and front office staff

The previous scheduling solution lacked a two-way integration with OC GastroCare's EHR DrChrono, which required staff to manually add patients who booked online to the schedule.

Plus, the practice couldn't use its own forms for digital check-in and consent, creating confusion for patients and adding to administrative burden for staff.

SOLUTIONS

NextPatient's seamless integration with DrChrono and comprehensive patient communication tools enhance OC GastroCare's patient self-scheduling and digital check-in, elevating their overall approach to patient engagement.



The practice can more easily communicate with patients via text, reducing phone calls, and automatically request post-visit feedback



The ability to send custom reminders allows patients to better prep for procedures like colonoscopies, which OC GastroCare attributes to better clinical outcomes



Patient self-scheduling requires no oversight from front office staff since appointments are automatically synced with DrChrono



NextPatient has made us more efficient, improved our online presence, and enables better communication with patients, which allows them to have a better experience. And that's what we want: to serve patients well.

Dr. Jason Yip, Managing Partner

RESULTS AFTER JUST 1 YEAR



87%

of all patients receive reminders and custom prep instructions



65%

of appointments booked online are for new patients



4.8

average Google rating with 650+ combined reviews



50+

new Google reviews on average each month

SCHEDULE A DEMO



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