

# Arizona's premier urology center keeps front offices operating smoothly with patient self-scheduling

## Meet the practice



📍 4 locations

👤 4 providers

## Challenges

- ❌ **600 inbound phone calls each day**  
Front office staff were overwhelmed with phone calls, and the practice wanted to give patients a way to self-schedule appointments.
- ❌ **A scheduling solution that lacked real-time booking**  
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.
- ❌ **Front office staff engagement and retention**  
Facing a competitive job market, Arizona Urology needed to alleviate excessive administrative burden and phone calls to keep staff satisfied and engaged.

## Solutions

NextPatient's real-time, two-way integration with athenahealth helps Arizona Urology reduce scheduling-related phone calls for both patients and staff.

- ✅ Patients self-schedule and manage their appointment at anytime, from anywhere, if needed.
- ✅ Patients book in real-time with NextPatient, receiving immediate confirmation and custom smart reminders.
- ✅ The practice promotes self-scheduling on their website, in their phone greeting, and at checkout to help divert calls for staff.



Everyone in healthcare is stretched thin, and NextPatient just gets it. From setup to ongoing account management, the level of support we have direct access to is definitely worth our time and investment.

Katie Janssen  
Practice Director

## Results after just 1 Year

# 93%

of appointments booked online are for new patients\*

# 23%

of appointments booked online are made after hours

# 58%

of all patients who receive reminders, regardless of how they booked, confirm their appointment

# 3.7%

no-show rate for visits booked online

\*The practice initially allowed only new patients to self-schedule but has since expanded to include established patients.

[Schedule a demo](#)

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