

## ACCURO EMR CASE STUDY:

# APPOINTMENT REMINDERS

## Family practice in Markham finds bankable value with Accuro's Appointment Reminder

*Markham Family Health Team (FHT) is a relatively large practice consisting of 19 team, 4 Nurse Practitioners, 8 Nurses, and a multitude of multi-disciplinary staff with 50+ support staff.*



### KEY OUTCOMES

**929** Appointments Reminded per month

**\$33** Estimated Appointment Value

**87%** Contact rate: 28% Left Message with 59% Response

**<.01%** "No Shows" per month

## WHY ACCURO APPOINTMENT REMINDERS

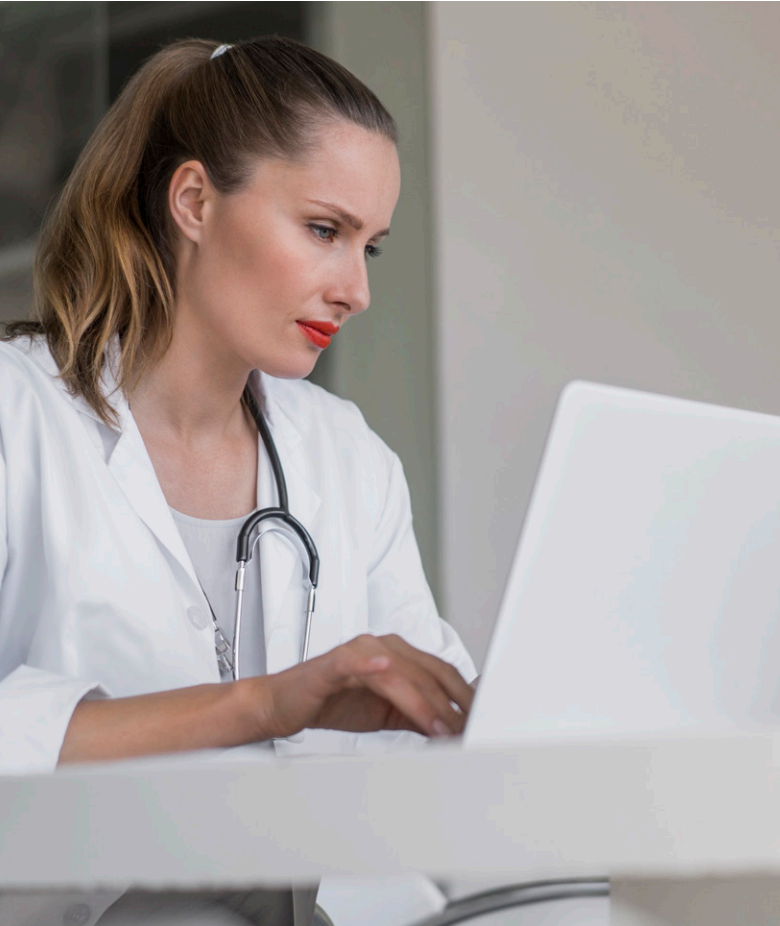
Markham FHT had been in the market for a reminder solution for some time, when they heard of the Accuro Appointment Reminder service. It would become one of their very first integrations. "We're always looking for something new to improve everyone's day. That goes from our client perspective,

to our support staff perspective, to the physician perspective. So if we can make something a little more streamlined, a little bit more efficient, that is definitely something we want to bring to the practice." - Markham FHT

## | DIAGNOSING THE PROBLEM

### EFFICIENCY AND STAFFING

Markham FHT's main objective was to improve the efficiency of their clinic, "...not from a staff replacement perspective, it was more of: How can we best allocate time to our employees to maximize what we are paying them for and what they do in their day?"



46 staff hours per month. If you paid your staff 15.00/hr, you would be looking at almost \$700.00 a month in pay, with the cost of reminding these appointments being \$260.12. There are substantial savings to be had. However, in Markham FHT's case, there was more value in retaining and allocating duties: "We allocated resources. [We] did not replace staff, we did not let anyone go."

Markham FHT uses Accuro Appointment Reminders for all of their high value wellness appointments, physicals and "Well-Baby" appointments to name a few. "We don't call patients to remind them about their general appointments, it is only their physicals usually". The value of such appointments are about \$30,000 a month. Some appointments, such as social work, they elect not to call. With Accuro Appointment Reminders, they have the ability to choose what appointments to omit.

## | SMOOTH INTEGRATION

The implementation of the service was seamless. After the initial workflow analysis was complete it was smooth sailing for the clinic.. "We turned it on, we tested it out and we are very, very pleased."

## | FINAL IMPRESSIONS

Markham FHT is seeing a less than **.01% no show rate**. They boast an impressive **87% contact made rate**, showing that the service is reaching the patient. Although data collected from the patients themselves is not presently available, they are hearing that making this contact with their patients increases satisfaction with the clinic. Essentially, they are assisting patients with organizing life around what is most important - family health.

## | THE SOLUTION

By integrating the Accuro Appointment Reminder service, Markham FHT was able to achieve this. "If we can take out the inefficient practice of calling our patients to remind them about their appointment and give the staff something else to do, then that is the best case scenario." The clinic uses the service to remind an average of 929 appointments, equating to over



*"If that's the quality of application that QHR is bringing into the EMR world, keep it coming."*