



ACCURO EMR CASE STUDY

Lakeside Medical Clinic, Saskatoon

Six months into implementing Accuro Engage's Basic bundle, Lakeside Medical Clinic's staff and patients are benefiting from the efficiencies these tools have brought them.

Lakeside Medical Clinic is a well-established primary and urgent care clinic in Saskatoon with over 35 physicians and close to a quarter million patients on their records. They have been using Accuro since 2010.



We connected with Kristy Ostafichuk, Executive Assistant & Technology Manager for Lakeside.

"As a bit of background, our clinic opened in 1981 and I started in December of 1986. Initially, we were in a space with 3 offices and 6 exam rooms. We moved to our new building in 1994, which grew from 3 physicians to 22 physicians. In 2022, we moved to our current building which is 4 stories. Our Urgent Care facility is on the main floor (5 physician workstations & 10 exam rooms), and Family Medicine (booked appointments only) are on the 3rd and 4th floors (34 exam rooms on each). We currently have 37 physicians and are looking to add a few more soon."

Challenge

In such a large clinic, the administrative burden of managing phones impacts not only staff but also patients.

"We initially thought we would have to add receptionists to answer the telephones, but our numbers have been coming down with the implementation of online booking and patient messaging."

Solution

ONLINE BOOKING & NOTIFICATIONS

"As we've only been using Online Booking for 6 months, I suspect our numbers will continue to improve. To date, our calls are down approximately 9.3%. Since adding Online Booking, we have invited 15,835 patients to book appointments online, and we have had 5,799 online bookings created by those patients and then accepted by our clinic. With an average of two minutes per call, that's 193 hours of time freed up on our reception desk. Included with all Accuro Engage features is Appointment Notifications, which sends an email to patients 24 hours in advance of their in-clinic appointment. In addition to saving time in the initial booking process, it can also save time when confirming appointments."

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193 hours saved in 6 months

PATIENT MESSAGING

Lakeside Medical's physicians are finding time saved through the convenience of secure text-style messages sent direct to their patients. Lakeside's physicians are no longer tasking their staff with contacting patients to pick up requisitions, passing along information, or calling them to book appointments; now, the physician can contact the patient directly in the same amount of time, freeing up their staff to focus on other activities. Physicians also have control of the conversation, leaving them open if they want a reply or closing them if the conversation is over.

"The physicians really find patient messaging beneficial. We use it a lot to send along lab and diagnostic imaging requisitions. It is especially beneficial for those patients who are unable to get out or live out of town."

A Win for Everyone

Lakeside's staff and patients have found Accuro Engage simple to adopt. What's more, it gives patients a better experience.

"We have received a lot of positive feedback from our patients about the patient messaging and especially about the online booking. With the number of phone calls we receive in a day, the patients like the fact that they can book on their own time, when they are available, and don't have to spend time on hold waiting to get through."

We asked Kristy if she would recommend Accuro Engage to other clinics:

"Adding Accuro Engage will certainly save you time and money. We were initially thinking we would have to add receptionists to answer the telephones, but our numbers have come down with the implementation of online booking. By eliminating the need to make phone calls for confirmation, our clinical staff can redirect their efforts to other critical tasks. The ability to simply message the patients directly frees up time for both our physicians and our staff which optimizes workflow and reduces the need for manual paperwork."