

USE OF AUTOMATED SMS MESSAGING TO STREAMLINE PATIENT APPOINTMENT CONFIRMATIONS

Spine Options (SO) is a seven-physician pain management practice located in Westchester County, NY. SO adopted DTX to help improve their appointment confirmation process and reduce no-shows.

Traditionally, SO confirmed appointments via a 5-7-minute pre-appointment phone call. During this call, patients were educated on necessary appointment items (imaging, paperwork etc.) and administered intake forms (e.g. COVID). Due to SO's large patient volume, these phone calls proved to be inefficient and a large time burden on staff. In addition, many times patients could not be reached and thus their appointments were never confirmed.

DTX streamlined SO's appointment confirmation workflow by allowing patients to confirm appointments via text. An automated appointment confirmation survey was sent via SMS to patients several days before their appointment. This survey replaced the pre-appointment phone call and survey questions were customized per appointment type. Patients received automated survey reminders and staff was able to easily check for completion/confirmation in DTX's web portal.

Use of DTX greatly improved efficiency at SO. No-show and cancellation rates plummeted, and staff and patients spent significantly less time confirming appointments. More appointments were confirmed in a timelier fashion, increasing satisfaction among staff and patients. Since more patients showed up for their appointment, providers were able to maximize compensation for their office visits.

RESULTS

- ↑ Maximize provider compensation for office visits.
- ↓ 72% decrease in no-shows.
- ↓ 50% decrease in patient cancellations.
- ↓ 75% decrease in time spent confirming appointments.
- ↑ Increase in patient, staff and provider satisfaction.

