

Comparison Guide: InteliChart's Patient Schedule vs. The Others



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According to a [recent study](#), 80% of patients prefer a physician who offers online scheduling.

Although many health IT vendors claim their scheduling technology is self-service, patients often discover otherwise. Limited functionality and outdated integration methods hinder real-time scheduling and frequently lead to inconveniences and bottlenecks for all involved.

Fortunately, InteliChart's Patient Schedule offers exactly what it promises – a truly convenient self-scheduling experience that drives new patient acquisition and satisfaction, while automating appointment management for staff.

Let's explore what your patients and staff can expect with the InteliChart's Patient Schedule versus other patient engagement vendors.

InteliChart vs The Others: Schedule Steps



Schedule step:
Defining appointment types



InteliChart: Reads customized appointment slots created by the practice within the PM system. Presents those options to patients within the schedule process.



Others: Cannot read scheduling rules set within the PM system. All appointments look the same to patients and staff needs to wait until the patient is in the office to know what type of appointment is required. Wait times can increase due to some appointments requiring more time and resources than allotted.



InteliChart: New and existing patients alike can book appointments online via a convenient scheduling link that you can include on your website, Google listing, Yelp, Healthgrades or any other place you attract patients online. Current Patient Portal users can also book appointments directly within the portal.



Others: Online scheduling is limited to existing patients. New patients must call front desk staff to book an appointment, increasing the steps required to get new patients into the office and creating a negative first impression.



Schedule step:
Accessing online appointment scheduling



Grow your practice

When new patients are interested in booking an appointment at your practice, it's crucial to make the experience as frictionless as possible. Too many steps or long wait times can cause them to turn to other providers who offer more convenient experiences. Reduce friction and enable new patients to easily find and book appointments online with Patient Schedule.

Schedule step: Selecting the correct appointment type



InteliChart: Schedules run on time due to patients choosing the right type of appointment using customizable decision trees when booking online.



Others: Decision trees are not available to patients that schedule online, so staff need to adapt to appointment types while the patient is in the office, delaying care and causing longer wait times.

Schedule step: Booking the appointment



InteliChart: Patients can see the real-time availability of their providers and either book appointments in real-time or request a preferred appointment slot, depending on the rules you have set.



Others: Patients simply fill out a form requesting an appointment. Office staff will need to call the patient back to get the appointment booked, increasing friction for both the patient and front office staff.

Deliver self-service experiences

With InteliChart's Patient Schedule, you can give your patients a truly self-service experience. New and existing patients are guided through a series of pre-determined questions to ensure they are booking the right appointments, the first time.



Schedule step: Viewing booked appointments



InteliChart:

Staff can view appointments via the Healthy Outcomes platform immediately after a patient books online.



Other solutions:

Staff must log in to their scheduling application whenever they need to view patient appointments.

Schedule step: Canceling or rescheduling appointments



InteliChart:

Patients can easily cancel or reschedule appointments via Patient Portal without staff assistance.



Other solutions:

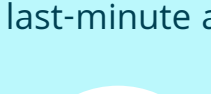
Staff must manually change or cancel appointments when patients call into the office, increasing administrative tasks.

Schedule step: Filling last-minute appointment openings



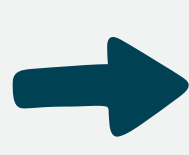
InteliChart:

Patients are easily able to join waitlists and automatically notified when there is an opening. Wait lists are automated, maximizing provider schedules and saving labor.*



Other solutions:

Patients must call into the office to see if a sooner appointment slot has become available. Wait lists are manually managed by staff and require a telephone call to notify patients of openings.



Keep your schedules full

No-shows and last-minute cancellations can negatively impact the growth of your practice. Ensure your schedule stays full and maximize revenue opportunities by automatically filling last minute appointment openings.

When healthcare professionals want to improve their organization's operational efficiency, increase revenue, and provide a smoother patient experience, adopting InteliChart's Patient Schedule is a strategic move.

Take the next step in enhancing your patient engagement by choosing InteliChart. [Schedule a demo](#) today to learn more.

* Functionality currently available for select EHR's. Please contact InteliChart if your EHR is supported.

