Epic Customers Are Leveraging Relatient to Drive Portal Adoption, Staff Efficiency, and Schedule Optimization

More than half of patients are treated by providers who use Epic in the United States, the EHR software that offers interoperability, flexibility, and extensive functionality for medical providers. Healthcare leaders who have made a significant investment with Epic and their patient portal, MyChart are leveraging Relatient's patient communication platform to maximize ROI.

Relatient Feeds Epic's Department Appointments Report (DAR) with Important Updates

The DAR is one of Epic's reporting dashboards and key to the daily workflows for practice managers, administrators, and scheduling managers. With countless priorities to handle every day, the less time medical office staff spend switching between the DAR and another data portal, the more efficiently they can manage the ebb and flow of patient appointments each day.

Relatient's bi-directional patient messaging platform simplifies daily workflows with confirmation writebacks directly into the DAR, so managers and medical office staff can see patient reminder responses alongside daily appointments, making it easy to see which patients confirmed, which patients need rescheduled or canceled, and where there are new appointment vacancies to be backfilled.

Here are Four Epic Customers Using Relatient to Drive More Value

WarrenClinic

Challenges & Needs:

- No-show rates above 10%
- Multi-modal appointment reminders to meet varying patient communication preferences
- Efficient messaging to groups and lists
- Schedule optimization
- COVID-19 vaccine distribution to their community and the seven counties surrounding them

Solutions:

- Relatient Patient Messaging
- Writebacks into Epic's DAR
- Custom automated reminders for COVID-19 vaccine appointments

The Results

52% reduction in patient no-shows

Distributed **21k COVID-19 vaccines** within the first 6 weeks

Writebacks into the DAR make it possible for practice managers to proactively fill cancelations and keep patients on the schedule

> It doesn't matter if you remind a patient of an appointment 100 times if the patient cancels and the office doesn't have the ability to manage appointments and backfill from the DAR (Epic's Department Appointments Report), it doesn't matter.
>
> —Steve Davis, Executive Director, Warren Clinic

VANCOUVER CLINIC

Challenges & Needs:
- No-show rates already below 7%
- Difficult to find & manage patient contact info
- Needed the ability to see the messaging history with each patient
- Needed better vendor support & assistance
- Mobile balance notifications for patients

Solutions:
- Relatient Patient Messaging
- Writebacks into Epic's DAR
- Patient Balance Messaging

The Results

66% reduction in patient no-shows

Automatically alerted to confirmations and reschedule/cancelation requests

Writebacks into the DAR make it possible for practice managers to proactively fill cancelations and keep patients on the schedule

> *Relatient's commitment to customer care has exceeded our expectation, and by deploying their recommended best-practice strategies we have the added benefit of significantly lower no-show rates!*
>
> —Tom O'Neal, CIO, The Vancouver Clinic

unitedregional

Challenges & Needs:
- Reduce no-show rates 5%-10% across specialties
- Optimize scheduling, staffing, increase revenue
- Messaging to update patients and families of delays in provider schedules
- Automated campaigns to reduce gaps-in-care and retain patients

Solutions:
- Relatient Patient Messaging
- Writebacks into Epic's DAR

The Results

40-50% reduction in patient no-shows across various specialties

ROI of 5:1

Easy messaging to patients when providers are delayed

100 additional appointments per week from Health Campaigns

> *In the first month, Relatient delivered an ROI beyond our expectations of 5-to-1! And we've received great feedback from patients. Our patients tell us that the email, voice, and text appointment reminder system makes it easier for them to plan their work and lives around medical appointments.*
>
> —Maria Avalos, Director, United Regional Physician Group

KLAS CATEGORY LEADER
PATIENT OUTREACH 2020

AWARDED #1 IN PATIENT OUTREACH

Children's Hospital Medical Group*

Challenges & Needs:
- No-show rate between 18%-20%
- Needed the ability for patients to confirm, cancel, and reschedule from reminders
- Patients frustrated with the phone tree and hold times
- Needed better vendor support & assistance
- Mobile balance notifications for patients

Solutions:
- Relatient Patient Messaging
- Writebacks into Epic's DAR

The Results

27% reduction in patient no-shows

Writebacks into the DAR make it possible for practice managers to proactively fill cancelations and keep patients on the schedule

Reduced incoming call volume

> *Relatient's dedicated project managers really made this feel like a partnership. Knowing we were on a first-name basis with people who could help and and who would respond quickly was so important to our success.*
>
> —*Outpatient Access Manager*

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