

30% OF SELF-SCHEDULED PATIENTS SEEN WITHIN 3 DAYS THROUGH DASH®



- Primary Care
- 34 locations
- 185 providers
- athenahealth

Key Wins

4.7%

no-show rate

80%

provider utilization

30%

of self-schedule appointments seen in 3 days or less

The Goal

As Complete Health grew from 5 to 28 locations across Alabama, Florida, and Virginia, managing their patient base became challenging. Recognized by the NCQA for its patient-centered medical home delivery model, they were committed to providing the highest level of care without compromising on accessibility. However, with over 150 provider preferences and a high volume of patient calls, their scheduling process became a bottleneck. The goal was clear: centralize and streamline scheduling operations and reduce manual processes – all while prioritizing timely, efficient patient care.

Erin Sandoval, Senior Director of Support Services, shared, “One of the first things we did was centralize the scheduling process. It allowed us to take phone calls out of the front office, letting our staff focus more on patients in person.”

The Solution

To address these challenges, Complete Health centralized its scheduling processes for both its contact center and by offering a new channel for online patient self-scheduling. This approach leveraged intelligent scheduling to automate complex provider rules and ensured that patients were matched with the right provider. By streamlining the process, not only did it improve their operational efficiency but also reduced manual methods, eliminating the need for binders or long hold times, decreasing administrative workload. This allowed Complete Health to provide timely access to care while staying aligned with their value-based care model.

“We’ve designed a system that grows with us,” Erin said. “By leveraging intelligent scheduling, we maintain consistency across locations, support our providers, and keep patients at the center of everything we do.”

The Relatent Difference

With the Dash scheduling solution in place, Complete Health experienced significant improvements in both operational efficiency and patient access. By centralizing, the organization reduced average call times to under three minutes, allowing staff to focus more on patient interactions. Additionally, 30% of self-scheduled appointments were seen within 1-3 days, significantly improving access to care for patients.

“Our motto is ‘patients first, always,’” Erin emphasized, “Intelligent scheduling ensures that if a patient can’t see their primary provider, they’re seamlessly connected with another care team member”

This flexibility and efficiency helped Complete Health strengthen its value-based care model, ensuring that patients always received the right care at the right time.

“We eliminated the need for schedulers to memorize 115 provider preferences by using Dash to automate those rules. This streamlined scheduling while maintaining the flexibility providers needed.”

- Erin Sandoval
Sr. Director of Support Services
Complete Health

See why 47,000 providers trust us – Schedule your Dash® demo today