TOA ACHIEVES 30% INCREASE IN PATIENT APPOINTMENT VOLUME

TOA
TENNESSEE ORTHOPAEDIC ALLIANCE

- **Orthopedics**
- **32 locations**
- **108 providers**
- **NextGen**

Key Wins

26%
new patient conversions through chatbot

88%
physician utilization

30%
increase in patient appointment volume

> "*Dash® has empowered us to communicate effectively with patients and streamline their care journey. We're responding faster and matching patients to the right providers, which has been a game-changer for our practice.*"
>
> **Jeff McPherson**
> Market President
> Tennessee Orthopaedic Alliance

The Goal

The Tennessee Orthopaedic Alliance (TOA) - East Tennessee, with 31 physicians and 33 mid-level providers spread across 10 locations, aimed to enhance patient access, streamline scheduling, and improve overall satisfaction. Managing numerous providers across multiple locations created scheduling challenges, requiring a solution to efficiently and accurately match patients to providers.

According to Tina Snodderly, Chief Revenue Officer, "Multiple locations along with a wide scope of specialty care create a complex set of scheduling challenges for both providers and patients. We needed a way to fulfill patients' requests for dates, times, locations, and providers, while also optimizing provider schedules to address new patient appointments and balance our providers' schedules."

The Solution

With Relatient's Dash Schedule, both in contact center and self-scheduling, Dash Engage, and Dash Chat solutions, TOA enhanced their patient access strategy. Dash Schedule streamlined workflows, filling last-minute cancellations and managing provider preferences. Dash's self-scheduling solution empowered patients to book their own appointments, creating a more seamless experience. In fact, **28% of TOA's self-scheduled appointments are booked outside of office hours**, reducing the burden on their scheduling staff and improving access to patients. Dash Engage facilitated multichannel patient communication, reducing call volume, while Dash Chat added AI-driven, real-time chat flexibility. Within 60 days, TOA achieved a 26% new patient conversion rate via chatbot alone.

The Relatient Difference

Since adopting Relatient's solutions, TOA has increased and improved provider load balancing. After their initial investment in an intelligent scheduling solution, they saw an **ROI of over $800K** due to a **30% increase** in patient appointment volume. In addition, Dash Chat has also made patient communication more efficient, converting new patients quickly and enhancing satisfaction.

"There was absolutely room for improvement on the patient experience level as well as optimizing the providers' schedules. With Relatient, we now have the tools to create a seamless experience for our patients and ensure they're supported every step of the way," said Snodderly.

See why 45,000 physicians trust us — Schedule your Dash® demo today

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