

South Bend Orthopaedics Reduces Patient Hold Times by 94%



An OrthoAlliance
Partner Practice



Specialty: Orthopedics



Providers: 25



Locations: 5



PM/EHR: athenahealth

Key Wins

94%

reduction in patient hold times

60%

reduction in call center training times

100%

call center retention YoY through 2024

65%

of self-scheduled visits are new patients

The Goal

With multiple locations in Northern Indiana, South Bend Orthopaedics' goal is to streamline call center operations to reduce inefficiencies, avoid scheduling errors, and cut down hold times that can exceed 70 minutes on busy days. Complex provider preferences were currently managed manually, requiring staff to search through binders to match patients with the right providers, leading to delays and communication issues. By optimizing these processes, the aim is to provide patients with more convenient, personalized access to care while improving overall operational efficiency and satisfaction.

The Solution

Intelligent scheduling has transformed operations at South Bend Orthopaedics by automatically routing patients to the right provider despite complex preferences. "Now, it's just so easy," says Karagan Redman, Call Center Supervisor. "To be honest, I can't imagine not using it."

This streamlined process has reduced hold times from over an hour to an average of 2-4 minutes, while improving scheduling accuracy to ensure patients are properly matched with providers. "Doctors aren't seeing patients they shouldn't," says Clinical Director Jill Brothers.

By eliminating scheduling errors and reducing administrative burdens, collaboration between call center staff and providers has improved. The resulting morale boost has also led to better retention. "There's less staff turnover," Brothers says. "That's a cost we're saving because we're training new hires every few months."

The Relatient Difference

South Bend Orthopaedics launched a new patient access strategy with Relatient to enhance scheduling operations and better support providers, call center staff, and patients. The practice implemented Relatient's rules-based scheduling solution to automate provider preference management, reducing administrative burdens and optimize scheduling. Dash Schedule now handles provider preferences through an easy-to-use interface, improving both patient access and accuracy.

Additionally, the practice introduced Relatient's online self-scheduling solution, allowing patients to book appointments conveniently after hours. "What's really nice is that our patients can schedule appointments after hours when we're not open. A lot of them are scheduling late at night or during the lunch hour, and it's so much more convenient for them," shares Brothers, who oversees the call center and advanced practice providers.

"If patients are sitting on hold forever, they're going to hang up and go somewhere else. We want our patients to have more access to SBO, and this is one way we're doing it."

Jill Brothers
Clinical Director

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