

How Central Florida Healthcare Increased Patients Served by 33% with Dash®

-  SPECIALTY: FEDERALLY QUALIFIED HEALTH CENTER
-  PROVIDERS: 80+
-  LOCATIONS: 18
-  PM/EHR: ATHENAHEALTH



Key Wins

33%

increase in unique patients served

~80%

faster call center agent training

<10%

call abandonment rate

24%

of self-scheduled appointments are new patients

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Dash has accomplished all the main goals we were looking for. In the time we started with Dash, we've seen double-digit percentage increases in patients served. The fact that we've been able to maintain and improve our efficiencies while serving a higher number of overall patients is definitely a huge win.



Gregory Hall
Chief Clinical Operations Officer
Central Florida Healthcare

The Goal

Central Florida Healthcare, an FQHC serving three counties, one of them the fastest growing in the U.S., was in the middle of explosive regional growth. With 80+ providers and specialties spread across 18 locations, its call center still ran on manual, paper-based scheduling processes with no single view of insurance rules, age restrictions and availability. New hires took three to six months just to learn the manual workarounds, and high call center turnover kept training cycles on constant repeat. The result was long call wait times, call abandonment rates as high as 20%, and the "third next available" appointment metric—a key access indicator—had stretched to nearly 50 days.

The Solution

Central Florida Healthcare implemented the Dash intelligent scheduling platform in 2022, centralizing provider rules, preferences and availability into a single system view that integrated directly with its athenahealth EHR. Instead of relying on staff memory or paper references, the platform automatically surfaces accurate provider availability, insurance exclusions and specialty requirements in real time. In 2025, the organization built on that foundation by launching Dash's patient self-scheduling solution, giving patients the option to self-schedule directly through the website. "We wanted to improve the customer experience, eliminate any barriers to access, and improve the experience of our own employees to avoid burnout

The Relatient Difference

Beyond intelligence and automation, the Dash platform's bidirectional integration with the organization's existing athenahealth workflow was a key differentiator. Provider rules, exclusions, and preferences configured in Dash apply consistently across the enterprise, whether a patient is booked by a call center agent or through self-scheduling. Because the solution works in the background, provider adoption required almost no behavior change. "Dash takes care of the stuff that staff shouldn't have to worry about, and augments that human piece of our organization to provide a better service," Hall said.