30% of Self-Scheduled Patients Seen within 3 Days through Dash®

SPECIALTY: PRIMARY CARE

PROVIDERS: 161

LOCATIONS: 28

PM/EHR: ATHENAHEALTH



Key Wins

4.7%
no-show rate

56%
of calls autonomously handled by AI

80%
provider utilization

30%
of self-schedule appointments seen in 3 days or less

> “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

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 scheduling across its contact center, online self-scheduling, and Voice AI. Together, these channels reduced call volume, automated complex provider rules, and gave patients more flexible ways to schedule care. The streamlined process reduced manual work, eliminated binders and long hold times, and eased staff burden. This helped the organization provide timely access to care while supporting its value-based care model.

Erin shared, “We focused on the high call volume that bogs down our staff, and then we focused on the ease of scheduling, and it’s grown since then. Last time I looked, the AI had autonomously taken care of 56% of the calls.”

The Relatient 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.