

Luna Dermatology eliminated manual waitlist management and fills schedule gaps automatically

Meet the practice



 3 locations + telehealth
 7 providers

Challenges

-  **Low volume of self-scheduled appointments.**
Difficulty navigating the practice's previous solution deterred patients from self-scheduling, driving up inbound call volume.
-  **No appointment self-management.**
To cancel or reschedule an appointment, patients had to call or make a request through the previous solution, creating manual work for staff.
-  **Manual waitlist management.**
With providers booked months out, staff were burdened with manually tracking and calling the waitlist to fill last-minute openings.

Solutions

As a small, multi-location practice with in-demand providers, Luna Dermatology relies on NextPatient's integration with ModMed to optimize provider schedules, empower patients, and streamline front office workflows.

-  Self-scheduling empowers patients to book on their own time and diverts scheduling-related phone calls for front office staff.
-  Patients confirm, cancel, and reschedule appointments without phone calls or staff intervention.
-  Automated waitlist management keeps provider schedules full without any phone tag.



NextPatient has really changed my team's daily workflow by helping us reduce our call volume. My administrative team is able to really focus on the patients in the office and give them the top-notch patient experience that we want them to have.

Devon Weaver
Practice Manager,
Luna Dermatology

Results after 6 months

42%

of appointments booked online are made after hours

27%

of waitlist gets earlier appointments and seen an average of 29 days sooner

2%

no-show rate for appointments booked online vs. 12-31% industry average

4.9

Google rating with 670+ reviews

[Schedule a demo](#)

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