

# See how online scheduling became Direct Orthopedic Care's leading source for new patient appointments

## Meet the practice



📍 10 locations

👤 44 providers

### Delivering convenient, immediate access to orthopedic urgent care

Open seven days a week for walk-in and scheduled appointments, Direct Orthopedic Care provides one-stop, high quality care — eliminating the long wait times and high costs of an ER visit.

## Challenges

- ✗ High call volumes for busy front office staff
- ✗ No direct access for patients to book appointments
- ✗ Manual process for requesting post-visit reviews

## Solutions

- ✓ Across 11 locations in Austin, Dallas, and Oklahoma City, DirectOrthopedic Care now offers patients 24/7 ability to book online and sends post-visit survey requests automatically.
- ✓ NextPatient's payments integration with Nextech creates a workflow that helps the practice collect payments in as little as two weeks from the date of service.



NextPatient saves so much time and energy. It's immensely helpful for us to be able to have patients self-service.

Jim Griffin  
President & COO  
Direct Orthopedic Care

## Results

# 48%

New patient appointments booked online in Jan. 2022, over walk-ins and phone calls — an increase from 25% in Jan. 2019

# 57%

Online appointments booked after hours

# 23%

Reduction in average monthly paper statements

# 4.8

Average star rating on Google Business

# 7.1k+

Reviews on Google Business

[Schedule a demo](#)

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