

See how Eye Surgical Associates seamlessly schedules referrals online for a modern patient experience

Meet the practice



 3 locations




 12 providers

The largest and longest-serving ophthalmology practice in Lincoln, Nebraska

Eye Surgical Associates has a long history of expertly serving patients and referring doctors for adult and pediatric medical and surgical eye care.




Challenges

Faxes and phone calls to schedule referral appointments inundated front office staff and compromised patient experience.

-  Patient left referring provider visit without a specialist appointment
-  Patients had to wait on a phone call to set up a specialist appointment
-  Front office staff couldn't keep up with large number of referral faxes and phone calls

Solutions

Partnering with NextPatient, referring providers can now book appointments with Eye Surgical Associates online, drastically improving efficiency for front office staff and giving patients the instant satisfaction of a confirmed specialist appointment.

-  Patients leave referring provider visit with a specialist appointment and email confirmation
-  Reduced outbound calls and phone tag for front office staff and patients
-  Drastic decrease in referral faxes for front office staff

Results

2,000+

average referral appts booked annually

1.5%

no-show rate for referral appts booked online

4.9★

Google rating with 4,500+ reviews

28 days

on average waitlist patients move up

[Schedule a demo](#)

 nextpatient.co

 415.685.4958

 hello@nextpatient.co