

## Nirschl Orthopaedic Center's first 90 days: 1.2% no-show rate, 10+ daily reviews, and 44% after-hours bookings

### Meet the practice



2 locations

EHR: ModMed

11 providers

### Challenges

- ⊗ **High call volume and overwhelmed staff**  
3,000-5,000 inbound calls each month inundated the call center, requiring support from front office staff and pulling them away from in-office patients.
- ⊗ **450 monthly appointment requests**  
Staff spent hours chasing down patients who submitted forms on the website requesting appointments to get them on the schedule.
- ⊗ **Limited scheduling customization**  
The previous solution could not support scheduling rules specific to individual providers, insurance type, or visit reason, which compromised scheduling accuracy and providers' trust in the system.
- ⊗ **Weak online reputation despite quality care**  
Relying solely on patients' own motivation to leave reviews, the practice's online reputation suffered — its newer location received only one review in its first year open.

### Solutions

With 3,000–5,000 calls flooding the front desk each month — and three new providers joining the team — Nirschl Orthopaedic Center needed to open a new door for patients without sacrificing the scheduling precision its providers demanded. NextPatient's real-time integration with ModMed gave the practice both: a patient-facing experience that works on the patient's schedule and provider-specific rules that keep the right patients on the right calendars.

- ☑ **Self-scheduling that works around the clock**  
Patients book directly from the website — including nights, weekends, and holidays — absorbing demand that previously overwhelmed a 3–4 person call center and eliminating 450 monthly appointment requests that required manual follow-up.
- ☑ **Scheduling rules providers actually trust**  
Granular configuration by provider, visit reason, and insurance type means a hand/wrist patient only sees Dr. Root's availability and workers' comp cases get routed to the call center — so providers stay in control of who lands on their schedule.
- ☑ **Automated review requests that compound over time**  
Timed text messages sent two hours post-visit turn routine appointments into Google reviews, building the online reputation that drives patients to the website in the first place.



NextPatient is the greatest investment that I think a practice can make.

Emmie Leal  
Marketing and Physician Liaison

### Results after 3 months

# 1.2%

no-show rate for appointments booked online vs. 11.5-18% industry average

# 55%

of appointments booked online are new patients

# 44%

of appointments booked online are made after hours

# 97

patients moved up the waitlist, keeping provider schedules full

# 4.9★

Google rating with 680+ reviews, averaging 10+ new reviews per day

Schedule a demo

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