

Complete Health Partners' patients get in, get treated, and get out—fast—with NextPatient

Practice at a glance

-  **12 providers**
-  **2 locations**
-  **Customer since 2018**

CHALLENGES

- High call volume
- Overstretched staff
- No patient self-scheduling
- No digital check-in

SOLUTIONS

- Patient self-scheduling and appointment management
- Urgent care online queuing
- Interactive reminders
- Automated waitlist management
- Digital check-in
- Automated post-visit reviews

RESULTS

- **95%** of all appointments are booked online
- More than **33 hours** of staff time saved per week
- **1%** no-show rate
- **4.9-star** Google rating with **3.7K+ reviews**

“Untenable” call volume and a frustrating patient experience

As a multi-specialty practice, Complete Health Partners cares for patients seeking urgent care, primary care, and sports medicine.

With no online scheduling, front office staff were overwhelmed with phone calls, while also managing check-in and consent forms that patients completed upon arrival.

“The phones just became completely untenable for scheduling,” said Nathan Clark, Operations Specialist, “so we needed something that would allow patients to self-schedule online and free up the front desk.”

Win-win for patients and staff

With NextPatient, a top-rated athenahealth Accelerate Partner, Complete Health Partners delivers a streamlined, convenient experience for the hundreds of patients they see each week, while simultaneously reclaiming valuable staff time.

- Hundreds of appointments booked without staff intervention
- Appointment reminders that drive confirmations and dramatically reduce no-shows
- Registration handled digitally ahead of time for faster patient throughput

“When it comes to choosing a solution, it’s all about the results. We’ve never seen anyone do it quite as well as NextPatient.”

Nathan Clark

Operations Specialist
Complete Health Partners

