cliniconex
Better Patient Engagement. Better Care.

Sound Care Medical and Imaging Centre:
Case Study

PRODUCTIVITY

With steadily rising costs and other financial pressures on her mind, Kathleen McAuliff always looks to increase productivity at Sound Care. Recently, she decided to review the appointment reminder call out process. While the call-outs reduce no-shows, staff neither liked doing them, nor was there enough time to remind everyone.

"I found Cliniconex on the web and spoke to a clinic that used them. They gave the Cliniconex product and their customer support a great recommendation," Kathleen said.

She soon decided to try Cliniconex to see how well it worked at Sound Care.

Generally, it costs a clinic about $1 to confirm each appointment (the business case on our website has the full details). By automating reminders using voice, email and text messages, Cliniconex reduces reminder call-out costs.

SOUND CARE

MEDICAL & IMAGING CENTRE LTD

SOUND CARE HIGHLIGHTS

150%	More reminders
60%	Less cost
93%	Patients found reminder helpful
92%	Found automated voice clear

"Our staff is now more productive, with less time being spent on the phone trying to confirm appointments."

Kathleen McAuliff – Co-owner, Sound Care Medical & Imaging Centre

THE PERFECT FIT

Cliniconex took Sound Care staff through a discovery session to understand their workflow precisely. A configuration emerged that mapped 60 different appointment types to five unique templates, allowing for specific appointment instructions while respecting clinic administrative policies.

Sound Care surveyed over 100 patients to get their reaction to the automated reminders. They found that 93% said the reminder had helped them and 92% said the automated voice was clear and easy to understand. Patients specifically commented that the service was an "excellent improvement" and "good, quick, and easy to use."

MORE REMINDERS, LESS COST

Initially, Kathleen just wanted to reduce the cost of the few reminders they were making. But the system's flexibility encouraged her to think bigger. Sound Care now reminds 150% more patients for 40% of the previous cost.
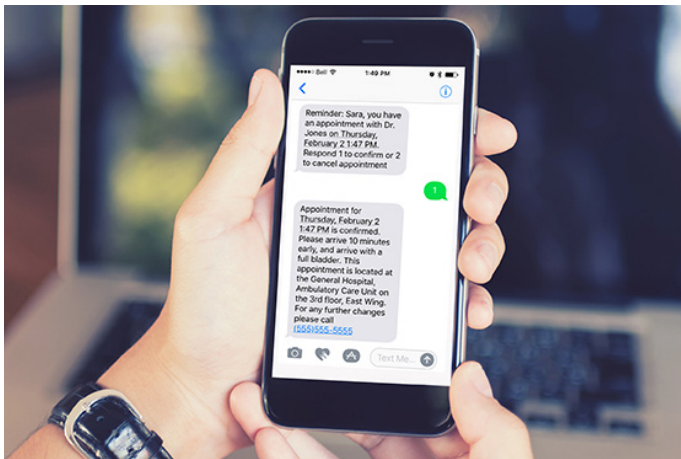
"Cliniconex helped Sound Care reduce no-shows by confirming appointments we were not able to confirm because we didn't have the staff," said Dara Vongviset-Barbuto. "The service quality and the careful support from the people who develop the system changed my views on automated appointment reminders. Cliniconex makes us feel like what we want is attainable. They have always given reassurance that what we want can be done."

CLINICONEX TAKES THE STRESS AWAY FROM CALL-OUTS

"Cliniconex has freed up time for staff to complete other tasks by taking over confirming appointments," explains Dara. She was impressed by Cliniconex's flexibility, stating that the customer service team "worked to understand our clinic needs, customized the templates, and installed overnight. Whenever we had questions, they had the patience to explain how things work."

Dara's response to the no-training, zero-effort service is echoed by Kathleen. "Staff spend more time booking new appointments instead of confirming them, which is great."

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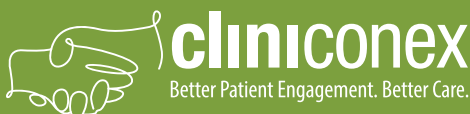>
> **Dara Vongviset-Barbuto – Quality Control Supervisor Sound Care Medical and Imaging Centre**

Contact us for a no-obligation demo...

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