



CareLink Case Study

Business Results Achieved 3
Months after successful
implementation

OVERVIEW

This study looks at the business results delivered after three months of a success CareLink implementation of the patient scheduling module to a large midwestern multi-state primary care medical practice.

The implementation included an HL7 integration with the practice Electronic Medical Records (EMR) system and a complete account setup which included training for administrative staff and medical practitioners.

The results looked at baseline data three months prior to implementation and compared then to results achieved three months after implementation. The data compared were as follows:

- *Provider Miles per Patient Visit*
- *Administrative Scheduling Staff per Provider ratio*
- *Number of Patient Visits per Month in Unconstrained Markets (ie only where patient demand was higher than available supply)*

The results and approach are summarized on the following page.

"CareLink is my first and last stop for planning our company's day. It's simple to use and customizable. It makes an often complex and shifting daily schedule manageable and efficient--and on top of that--it has responsive and professional tech-support to boot. I couldn't be happier."

Dr. P. J. O'Brien
Mobile Medical Group

APPROACH

- **The same Before and after data was collected:** The data source for before and after data came from the practice EMR (patients / visit), HR staffing information (Admin Staff / provider) and Carelink mileage calculation (miles / visit)
- In the case of miles / visit schedule sequence and location data was imported into CareLink and CareLink mileage calculation reporting was used.
- In the case of Patient Visits per Provider approximately 25% of the office location data was considered an unconstrained market

RESULTS



- 50%

Total Reduction in Provider Miles per patient visit which included both Urban and Rural Markets.



- 80%

Total Reduction in Scheduling Staff / Provider Ratio.



+ 30%

Total Increase in Patient Visit per provider in unconstrained markets (ie Market Demand higher than Available Supply).

CONCLUSION

The CareLink Mobile Practice Manager patient scheduling module can delivery significant business value to mobile medical practices / services by significantly reducing the miles per patient visit and the administrative staff devoted towards patient scheduling. These results can have a meaningful difference in the financial sustainability of a practice.

In markets that have higher demand than supply, Carelink can also significantly increase the number of patient visits for your provider staff.