Dash

By RELATIENT

Dash Schedule™

Improve patient scheduling and reduce manual workflows with a rules-based, automated solution for both providers and patients

Patient scheduling can be one of the biggest pain points for both patients and providers throughout the care journey. With the growing patient demand for digital access and provider demand to reduce manual workflows, dynamic contact center scheduling software can help improve patient volumes, drive cost savings and lead to better patient-to-provider matching.

Dash Schedule enables healthcare providers to bring order and ease to the chaos of patient scheduling by improving the patient scheduling experience and optimizing provider capacity with a rules-based, guided user experience for both provider staff and patients. With **Dash Schedule**, healthcare providers can leverage both consumer-friendly patient

self-scheduling and centralized scheduling on one platform to organize, automate, and optimize the complexities of scheduling. Organizations can set their own unique rules and preferences to optimize their schedules and drive measurable improvements in patient appointment volume.

When leveraging both centralized and patient self-scheduling through **Dash Schedule**, organizations can balance and address both access and workflow needs of patients and staff. By combining a rules-based model built off of provider preferences, with consumer-friendly, online scheduling access, providers can see dramatic improvements to scheduling accuracy, staff onboarding time, patient satisfaction, and revenue.

Key Capabilities:

Key Solutions	Features	Value Add
Dash Schedule: Central	• Rules-based engine driven off a multitude of attributes (and combinations of) such as provider, location, visit reason, appointment type • Slot visibility across multiple providers/locations in a single, consolidated view • Real-time template/schedule availability calculation across 6-12 months • Automated waitlist management • Standard & custom reporting	Our centralized scheduling solution helps reduce new hire onboarding time and scheduling errors, eliminate manual workflows (i.e. binders and spreadsheets) to manage scheduling rules and protocols, and ensure patients are matched with the right provider. In addition, providers can help fill last minute appointments with no staff intervention to optimize efficiency, drive patient satisfaction and increase revenue.
Dash Schedule: Self	• Rules-based engine driven off of a multitude of attributes (and combinations of) such as provider, location, visit reason, appointment type • 24/7 scheduling access • Automated waitlist management • User-friendly dashboard • Real-time reporting to monitor activity and utilization • Branded with provider logo and colors	Our patient-self scheduling solution allows providers to focus on new patient acquisition by increasing demand and offering patients the convenience of 24/7 online access. By leveraging an online scheduling solution, providers can drive cost savings by reducing call center FTE costs as patients schedule more online.