Customer Snapshot

Multi-Appointment View Increases Patient Satisfaction & Engagement

Challenge:

Being a multispeciality clinic, patients often have 4-5 appointments on the same day at Orthollinois. With their previous vendor, this would generate 4-5 different appointment reminders - causing patient confusion and frustration.

Solution:

Orthollinois partnered with Artera to instead implement a customized "multi-appointment view" for patients to easily see their entire appointment schedule in just ONE text. The automations work so well they "haven't changed one since 2019."

Orthollinois® A division of OrthoMidwest®

Since its founding in 1967, Orthollinois, a division of OrthoMidwest, has grown dynamically to become one of the leading bone and joint providers in northern Illinois. The organization provides exceptional care and expertise from five convenient clinic locations: two in Rockford, and one each in Algonquin, Elgin, and in McHenry, Illinois.

Providers	Locations	EHR:
200	21	eClinicalWorks

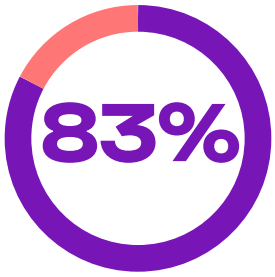
Results: Increased patient satisfaction and response rate

1 Increased patient satisfaction



NPS Score
(Nearly "Excellent")

2 Increased response rate



Patient Response Rate
(Above Artera Benchmark)

3 Improved patient retention & acquisition

"Happy patients are going to go tell other patients about their positive experience with us, and so we're going to get more patients...that's the name of the game."

Traci Owens
Orthollinois, EHR Administrator, HIPAA Privacy Officer, Worker's Compensation Manager



"In orthopedics, we are all about speed - we want to get people in and get people out quickly. Artera's automations integrate seamlessly into our EMR and automate parts of our scheduling workflow. Automations to speed up the process, and EMR integrations to simplify our lives."

Traci Owens
Orthollinois, EHR Administrator, HIPAA Privacy Officer, Worker's Compensation Manager

artera
artera.io | sales@artera.io | 1-833-234-9355
© Artera Inc. 2023