intetics

Where software concepts come alive™

Business Domain
Healthcare and Life Sciences

Project Type
A Smart Scheduling Platform

A Smart Scheduling Platform for a Chain of Dermatology Clinics

Client

A US-based chain of dermatology clinics that boasts a strong presence across various locations. The Client wanted to attract new patients while also nurturing ongoing relationships to encourage repeated visits.

Project

The development of a data-centric smart scheduling solution that facilitates seamless appointment scheduling, enables in-depth data analysis, and allows for process optimization by identifying trends, patterns, and areas of improvement.

Objective

The Client needed a solution for booking, rescheduling, and cancelling appointments. The existing system relied heavily on phone calls, placing a significant burden on patients and healthcare support staff. They were also looking to increase their patient base and foster sustained engagement with their services.

Team Reinforcement

The Client looked for a trustworthy partner with a proven track record and relevant technical expertise in the development of scheduling features. The Client and Intetics have worked closely together to define the project's scope, objectives, and desired outcomes.

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Challenge

Acknowledging the competitive nature of the healthcare industry and the evolving needs of patients, the Client was determined to strengthen their position as a leading provider of dermatological care.

The primary goal was to develop an innovative, AI-powered solution to simplify the scheduling and efficiently manage appointments.

The Client required a partner that could understand their scheduling challenges, translate them into actionable requirements, and formulate an effective strategy for feature development, ensuring their robustness, scalability, and compatibility with the Client's existing infrastructure.

Quick Facts

✓ Increased patient satisfaction rates

✓ 40% reduction in user errors

✓ 25% increase in user efficiency among medical staff

✓ The solution deployed in less than 12 months

Technologies

AWS / Microservices / .NET Core / React / SignalR / Entity Framework / HTML5 / JavaScript / TypeScript

Solution

⭐ **01**

The implementation of the software platform led to a **decrease in the number of patient no-shows by 30%.**

⭐ **02**

The solution was to feature an accessible, user-friendly experience, with an intuitive interface for simple navigation through the scheduling process.

⭐ **03**

The solution's transparency ensured clear visibility into available appointment slots, scheduling options, and information required for successful bookings.

⭐ **04**

Comprehensive tracking of patient engagement metrics, processing efficiency, and retention rates allowed the team to evaluate the success of repeat visits.

⭐ **05**

The Intetics's team implemented secure data storage with robust data storage mechanisms to protect sensitive information and comply with privacy regulations.

Client Reference

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The Intetics team has deeply engaged in our scheduling challenges and managed to address them by deploying the required features that are compatible with our current system. This has facilitated the scheduling process for both patients and staff, as well as resulted in increased revenue.

COO

Benefits and Results

★ Patients were more likely to attend their scheduled appointments, with **attendance rates soaring by 20%**, which resulted in improved revenue generation.

★ The Client experienced a substantial **23% reduction** in the transfer of patients required to manage their appointments.

★ Balanced workloads reduced the likelihood of burnout and led to **a 15% decrease in staff turnover**, indicating that healthcare providers were more likely to remain in their positions for the long term.

★ It took less than a year to deploy smart scheduling solution.

Intetics Inc.
Phone: +1-239-217-4907
www.intetics.com

Techstack:

AWS, Microservices, .NET Core, React, SignalR, Entity Framework, HTML5, JavaScript, TypeScript

Team:

Unknown