

# Automating Electronic Referrals to Scheduled Appointments

**Challenge:** Implement an emerging technology API system to automate the electronic referral to scheduled appointment process



## Success Factors

**Best Practice | Knowledge | Experience.** Applying years of experience with large scale technical healthcare system implementations, the Ballista project manager developed and executed a strategy to configure, test and implement a successful pilot.

### Approach

Guided both the client and start-up to determine scope of pilot; decide target use case; and mitigate all challenges during the execution of implementing a new technology.

### Outcomes

Despite numerous hurdles the pilot met requested timelines, stakeholders felt informed and patient satisfaction is extremely high. A successful pilot resulted in adding new clinics and languages.



**1830%** increase in on-line scheduling across 4 (four) pilot clinics in a large academic organization



**0 (zero) errors** in scheduling during first 3 months of pilot period



**54% reduction** in patient wait time for scheduled appointment equaling a savings of **130 FTE hours**