

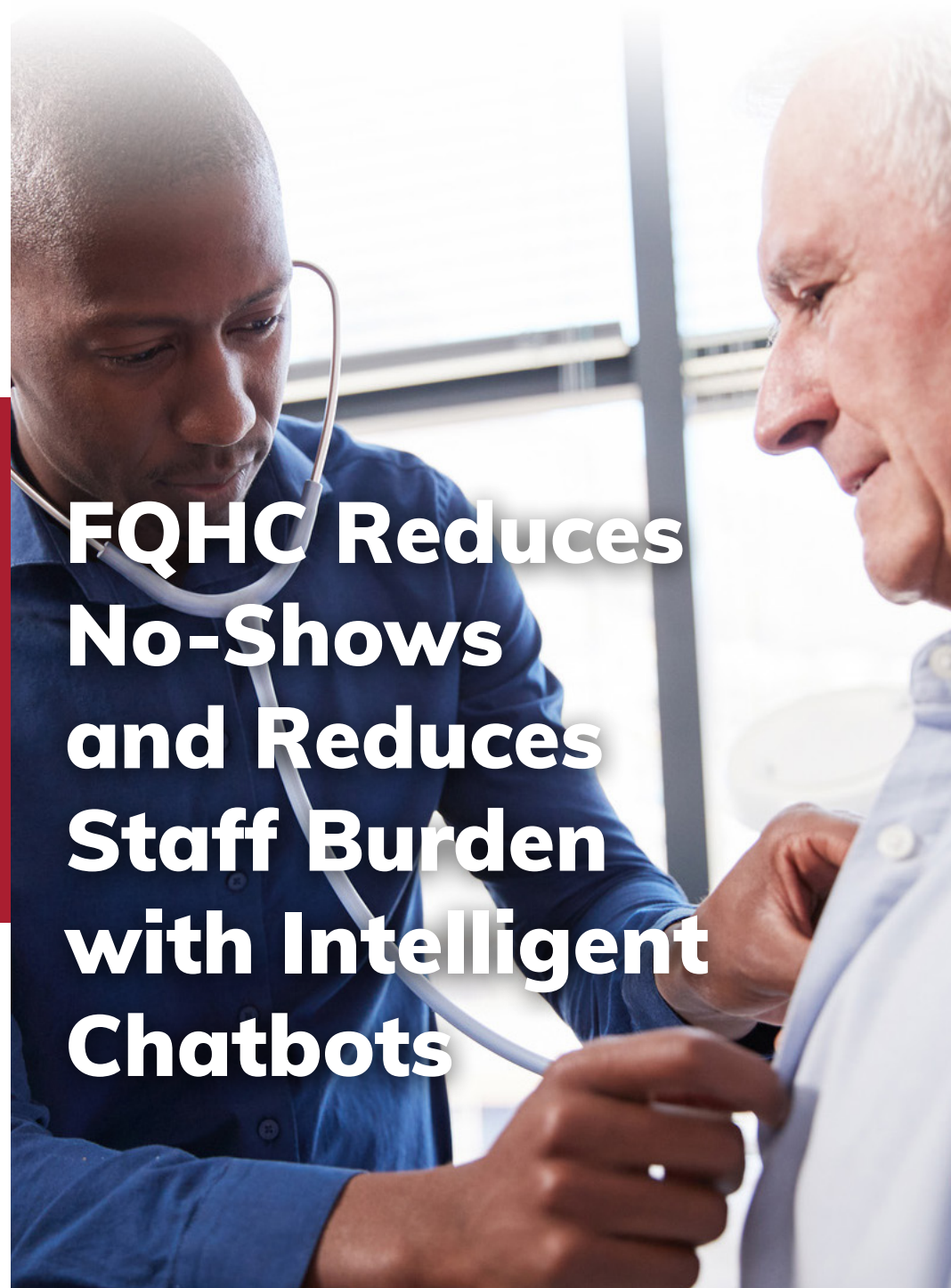
## Patients are getting better health care because appointments are kept and screenings are performed as needed.

The customer experience is improved with these scheduling and communication transactions handled at the patient's convenience, and all via a cell phone.



Asparia was easy to implement and is solving all the challenges we were facing in our patient access department. Best of all, its capabilities will allow us to continually improve our customer service and the quality of patient care.

————— DIRECTOR OF OPERATIONS



# FQHC Reduces No-Shows and Reduces Staff Burden with Intelligent Chatbots

**Web:** [www.asparia.com](http://www.asparia.com)  
**Email:** [success@asparia.com](mailto:success@asparia.com)  
**Phone:** +1.833.228.9292

**asparia**

\*Formerly SimplifiMed

**A Federally Qualified Health Center (FQHC) in a large urban area knew that its 16,000 patients tended to have complex health conditions requiring close management. They also knew that most of their patients had jobs where they were paid by the hour in workplace environments that made it difficult for employees to communicate with health care providers during normal office hours.**

These realities contributed to a high rate of “no-shows” for appointments and difficulties in keeping follow-up appointments and screenings. The patient access staff did their best to maintain contacts by phone, but with 250 – 300 patients coming into each of the five clinics every day, the initiative was daunting. The time-consuming “old school” method burdened them with more administrative tasks and created a stressful work environment. Worst of all, it just wasn’t effective.

In their quest for a solution, clinic staff came up with the idea of text reminders.

Most patients had cell phones and texts could be received and responded to at any time of the day or night. And the clinic’s electronic health record had a texting feature available in its system. Text reminder appointments could easily be sent through the EHR.

Unfortunately, the texts were only one way – patients could confirm appointments, but they could not cancel and re-schedule. Consequently, the results were disappointing.

Then, the COO heard about a more robust solution that could solve multiple problems and meet patients’ expectations for convenience. The system offered by Asparia was the first to offer two-way intelligent texting. If patients needed to re-schedule or set up an appointment, they could select a convenient time via text and the appointment was made. The day before the appointment, a confirmation text was sent out.

Asparia’s solution could also tap the clinical information in the EHR to identify and notify patients who need check-ups for chronic conditions, preventive screenings, and even vaccinations. No involvement of the staff was necessary; all notifications are automatic. The system is embedded in the EHR and requires no training or set-up.

Asparia  
engages  
patients  
in 100+  
languages

### **The results? Problems solved!**

- The no-show rate dropped dramatically.
- Responses from text reminders went from 20% to 70%.
- Increased availability of same day appointments.
- Within 24 hours, all patients received a reminder with no staff involvement in this process. The response was so positive that clinic staff had to extend times available for appointments. This ability to reach a specific segment of the patient population in a controlled manner is also available to use for preventive screenings and re-checks.

The clinic is now investigating the use of tickler reminders to replace their current system of making appointments for yearly re-checks at the time of the current appointment. A year later, the patient has long forgotten the appointment and the chances that it will not be kept are high. With the tickler system, Asparia reaches out to the patient when their re-check is due to enable them to select a convenient time, book the appointment, and then remind them of it a day before.

**With Asparia handling patient communication, the tension and stress on the patient access staff has dissipated tremendously.**

