

How Reaching 94% Patient Engagement Streamlined Operations.

Elevate Psychiatry, a growing psychiatric practice with three locations, was searching for a digital solution to enhance patient engagement and streamline their administrative workflows. They aimed to find a platform that would integrate with their electronic health system and provide innovative tools for efficient appointment management.

Since adopting Qure4u in November 2023, Elevate Psychiatry has seen notable improvements. The team has saved 277 hours of staff time with online self-scheduling, automated 173,000 tasks, and achieved a 94% digital check-in rate. These advancements have not only eased the administrative burden on their staff but also allowed them to dedicate more time to providing high-quality patient care. **As a result, Elevate Psychiatry is set to continue delivering the modern, patient-centered care that both their patients and staff have come to expect.**

The partnership at a glance.

277 hours

of staff time saved with online scheduling.

173,000 tasks

automated and completed without burdening staff.

94% digital check-in rate

achieved.

Numbers are based on a 9-month time period.

Achieving 94% Patient Engagement

Qure4u's seamless integration with athenahealth has streamlined data synchronization, eliminating delays in clinical screenings and improving patient safety. "Previously, delays in integrating clinical screeners with our EHR were a concern, especially in the psychiatric field," noted Dr. Perez. "Qure4u now provides instant access to these critical screenings, enabling timely clinical interventions. Qure4u is the best option available for integration with athenahealth, that we feel confident about."

"The simplified workflow and reduced administrative burden with Qure4u have been very well-received by our staff," emphasized Dr. Perez. Achieving a 94% patient check-in rate pre appointment highlights their success, a notable improvement from their previous 70% check-in rate with their previous vendor. Dr. Perez noted, "We had to work harder to achieve that 70%. The manual import of patient forms, answers, insurance cards, and the entire check-in process—while aiming for the same goal—required a very different approach, which our staff strongly disliked."

Boosting Schedules and Satisfaction

The implementation of Qure4u's Booking Booster feature further optimized appointment management at Elevate Psychiatry.

"Booking Booster has been awesome," shared Dr. Perez. "Having used a similar feature before, we recognized its potential to mitigate open appointment times due to cancellations and optimize patient scheduling." By automating the process of offering earlier appointment slots to patients, Booking Booster reduces vacancies without burdening their staff.

Since adopting Booking Booster, Elevate Psychiatry has enhanced patient satisfaction. They have achieved an outstanding average patient satisfaction rating of 5 stars.

Qure4u

Case Study

Dr. Perez highlighted the impact of Booking Booster, stating, "Booking Booster brings a lot of value because appointments get canceled all the time, especially in a large practice like ours. Managing large waiting lists and offering patients sooner appointments manually is challenging. Every day, someone in our practice wants to be seen sooner, and by automating this process, we can fill more appointments that would otherwise go unused. It also serves patients better because they may want to be seen sooner but don't want to call. Instead, they receive a text notification and think, 'Actually, I'd love to take that appointment.'"

Lasting Partnerships

Dr. Perez concluded, "Our partnership with Qure4u has been important in transforming our practice operations. From seamless athenahealth integration to innovative tools like Booking Booster, Qure4u has improved our efficiency and patient care delivery." Emphasizing their collaborative approach, Dr. Perez adds, "Qure4u is not just a company that sells software; I see Qure4u as a true partnership."