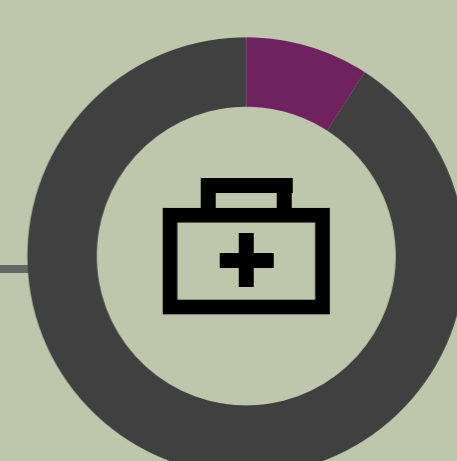


# The Value of eBooking For Medical Practices and Clinicians

## DID YOU KNOW.....?

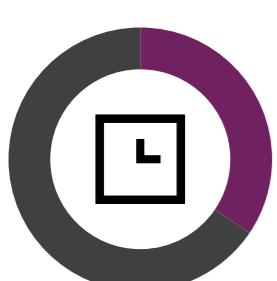
**90%** of surveyed Canadians said they'd likely book an appointment with their health care provider electronically.<sup>2</sup>



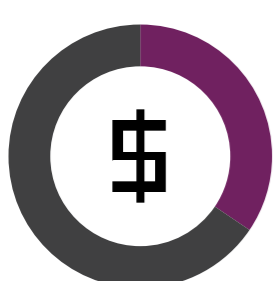
**7%** of Canadian physicians currently offer ebooking.<sup>1</sup>



**31%** of scheduled appointments are no shows and cancellations.<sup>3</sup>



**32.2%** of scheduled time is handling those same no shows and cancellations.<sup>4</sup>



**3-14%** of total annual income is the estimated lost revenue potential.<sup>5</sup>



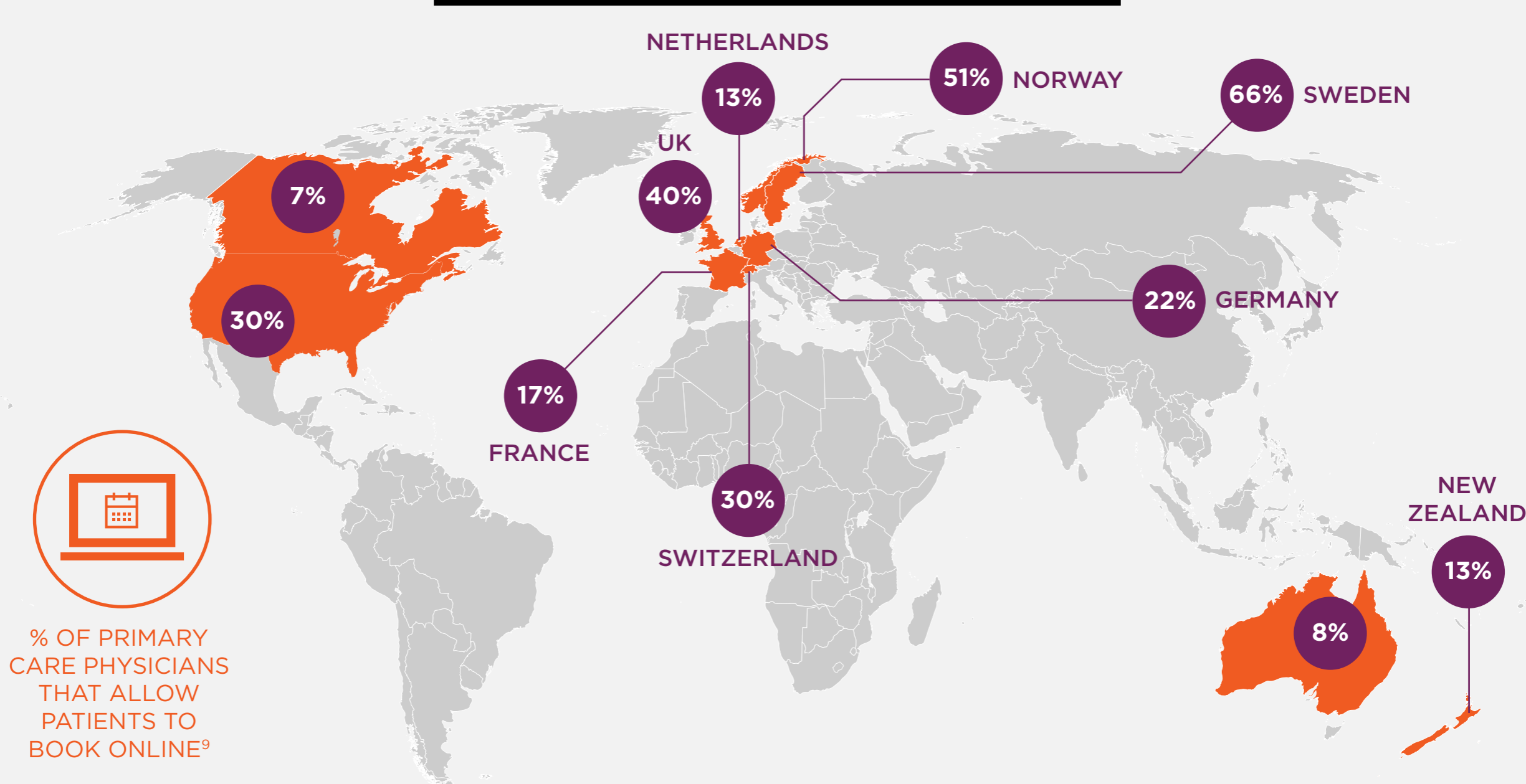
**162 SECONDS** to set up a single appointment **without ebooking.**<sup>6</sup>



**30 SECONDS** to set up a single appointment **with ebooking.**<sup>7</sup>

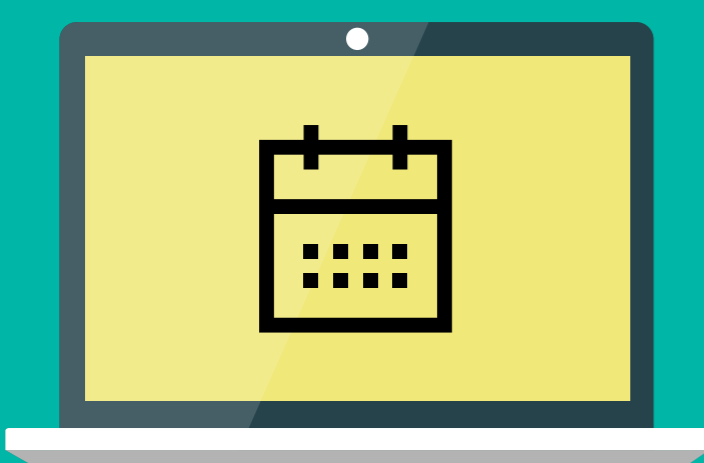
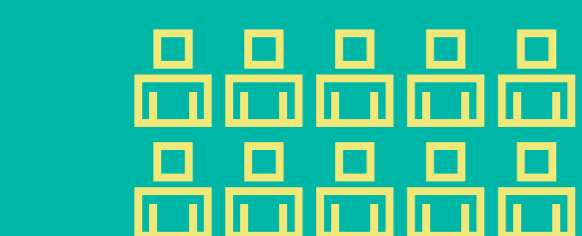
**6 MONTH ROI FOR ONLINE BOOKING SYSTEMS IMPLEMENTED IN A PHYSICIAN'S OFFICE.**<sup>8</sup>

## CANADA LAGS BEHIND

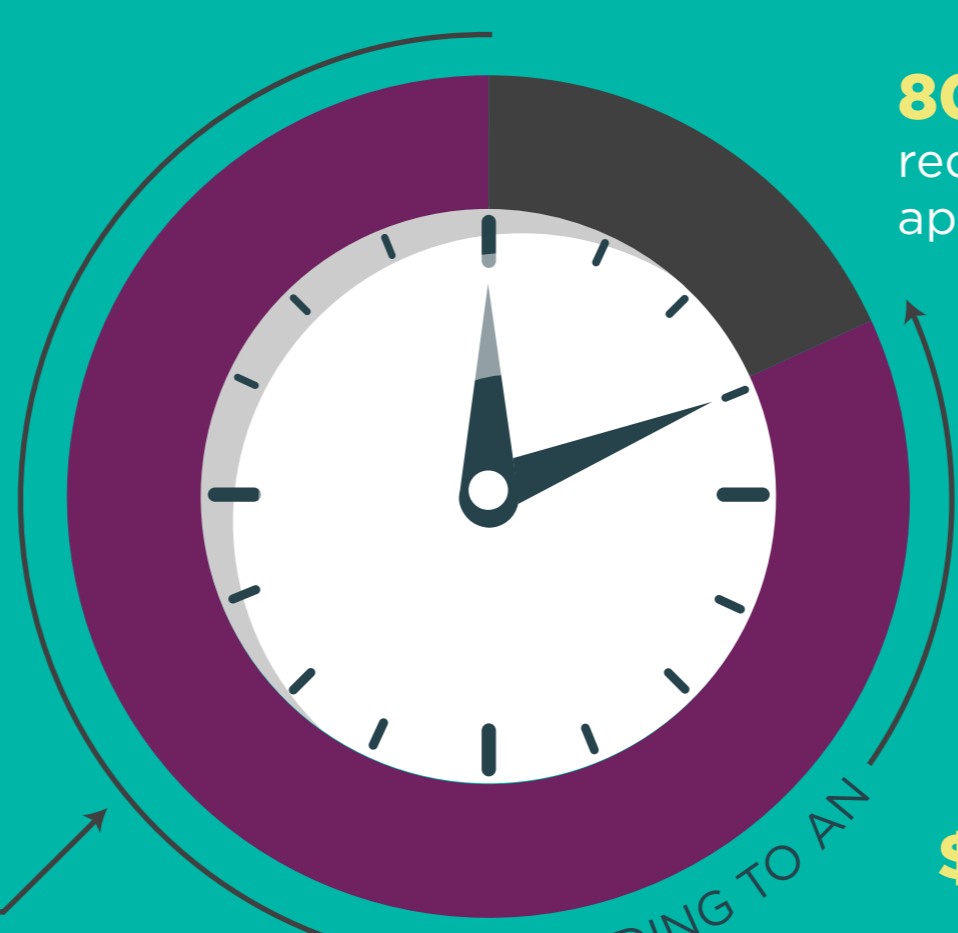


**% OF PRIMARY CARE PHYSICIANS THAT ALLOW PATIENTS TO BOOK ONLINE**<sup>9</sup>

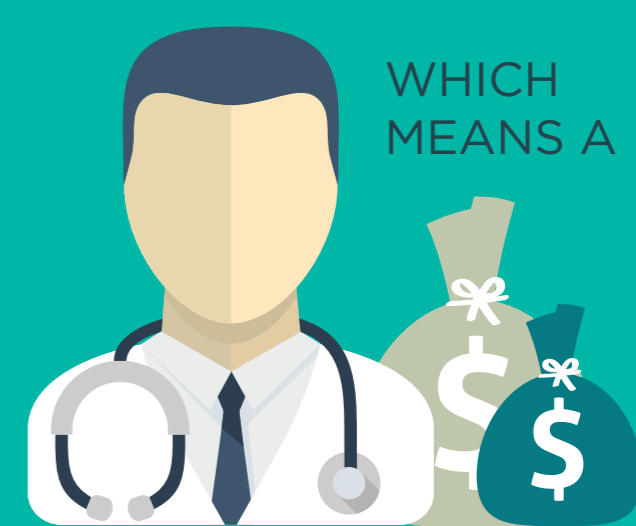
## TIME AND COST SAVINGS



**10 in 10** reduced time on the phone booking appointments.<sup>10</sup>



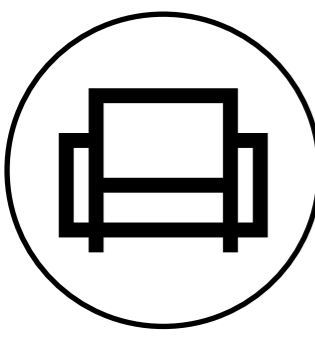
**80%** reduction in time required to set up a single appointment.<sup>11</sup>



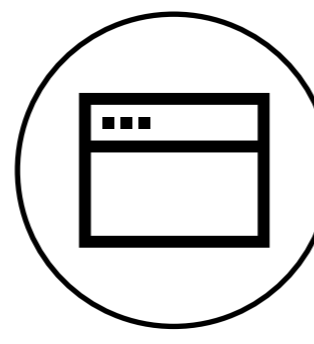
WHICH MEANS A

**\$220 / week / physician** in cost savings.<sup>12</sup>

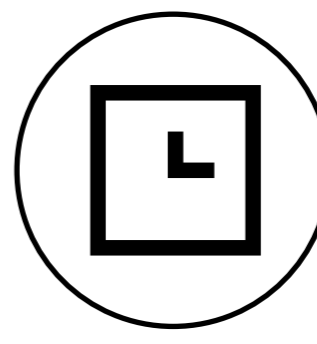
## PATIENT SATISFACTION



Decrease in appointments missed because of automatic appointment confirmations.<sup>13</sup>



Most people prefer online scheduling to calling a provider or clinic directly.<sup>14</sup>



Frees up phone lines and staff time making it easier to book.<sup>15</sup>

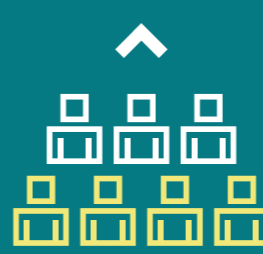
## REDUCED NO SHOWS AND IMPROVED ACCESS



Decrease in no shows and cancellations with alerts and reminders.<sup>16</sup>



Reduced no-show appointments from **13% to 3.8%** of all appointments.<sup>17</sup>



**4 in 7 users** identified a reduction in no shows.<sup>18</sup>



**9%** reduction in no shows by one clinic.<sup>19</sup>

## IMPROVED STAFF SATISFACTION

Frees staff for other tasks, eliminates backlogs and time-consuming tasks.<sup>20</sup>



**7 in 7** users identified that ebooking improves staff satisfaction.<sup>21</sup>



## RESOURCES

- (1) Commonwealth Fund. (2012). 2012 Commonwealth Fund International Survey of Primary Care Doctors. Accessed at: <http://www.commonwealthfund.org/surveys/2012/Nov/2012-International-Survey.aspx>
- (2) Ipsos-Reid. (2013). Public Opinion and Use Tracking Survey. Conducted for Canada Health Infoway.
- (3) (4) (5) Moore, C., Witherspoon, P., Probst, J. (2001). Time and money: Effects of no-Shows at Family practice residency clinic. Fam Med 2001; 33(7): 522-7.
- (6) (7) (8) (9) (10) Centre for Information Technology Leadership (2008) in Alberta Health Services. (2009). Engaging the patient in healthcare. An Overview of Personal health record systems and implementations for Alberta. [Electronic document]. Accessed at <http://www.albertahealthservices.ca/org/ahs-org-ehrp.pdf>
- (11) European Commission. Information Society and Media. (2009) eHealth in Action. Good Practice in European Countries. [Electronic document]. Accessed on November 27 2012 at [http://www.empirica.com/publikationen/documents/2009/good\\_eHealth-report.pdf](http://www.empirica.com/publikationen/documents/2009/good_eHealth-report.pdf)
- (12) Ludwick, D., Ducette, J. (2009). Improve office efficiency by putting your patients to work: Workflow implementations of an online self-service appointment scheduling system in a family practice office - (Part 1 of 3). Electronic Healthcare Vol 8, No.2: e14-e18.
- (13) (14) (15) (16) (17) (18) (19) (20) (21) Canada Health Infoway. (2013). e-booking Adopter Interviews. [Unpublished].
- (12) (14) Physician Information Technology Office. Communities of Practice Innovation and Diffusion Projects (IDP) Initiative. (2012). Patient Portal Project. Outcomes Report. [Electronic document]. Accessed on June 25, 2013 at <http://www.pitoc.bc.ca/wp-content/uploads/support/communities-of-practice/2012-project/patient-portal/IDP-Patient-Portal.pdf>
- (13) European Commission. Information Society and Media. (2009) eHealth in Action. Good Practice in European Countries. [Electronic document]. Accessed on November 27 2012 at [http://www.empirica.com/publikationen/documents/2009/good\\_eHealth-report.pdf](http://www.empirica.com/publikationen/documents/2009/good_eHealth-report.pdf)
- (15) Ludwick, D., Ducette, J. (2009). Improve office efficiency by putting your patients to work: Workflow implementations of an online self-service appointment scheduling system in a family practice office - (Part 1 of 3). Electronic Healthcare Vol 8, No.2: e14-e18.
- (15) (16) (20) NHS Practice Management Network. (2009). Improving access, responding to patients. A 'how-to' guide for GP practices. [Electronic document]. Accessed July 30, 2013 at [http://www.practicemanagement.org.uk/uploads/access\\_guide/090702\\_improving\\_access\\_responding\\_to\\_patients\\_final.pdf](http://www.practicemanagement.org.uk/uploads/access_guide/090702_improving_access_responding_to_patients_final.pdf)
- (17) (18) K. Brand, UBC Health Services, interview transcript, February 21, 2013