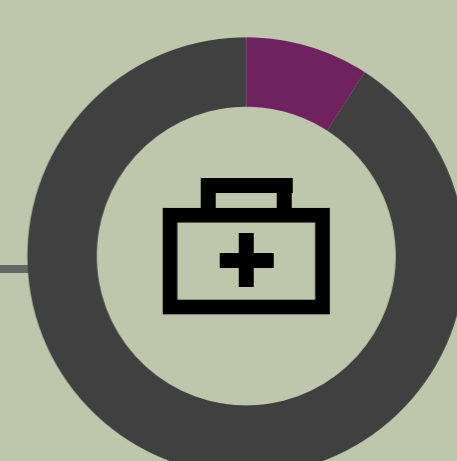


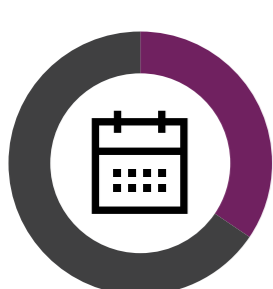
# The Value of eBooking For Medical Practices and Clinicians

## DID YOU KNOW.....?

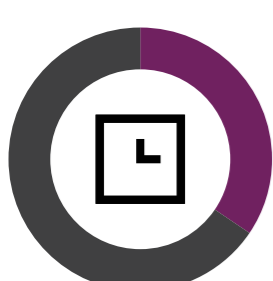
**90%** of surveyed Canadians said they'd likely book an appointment with their health care provider electronically.<sup>2</sup>



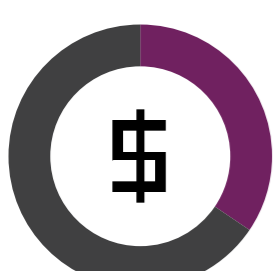
**7%** of Canadian physicians currently offer ebooking.<sup>1</sup>



**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>



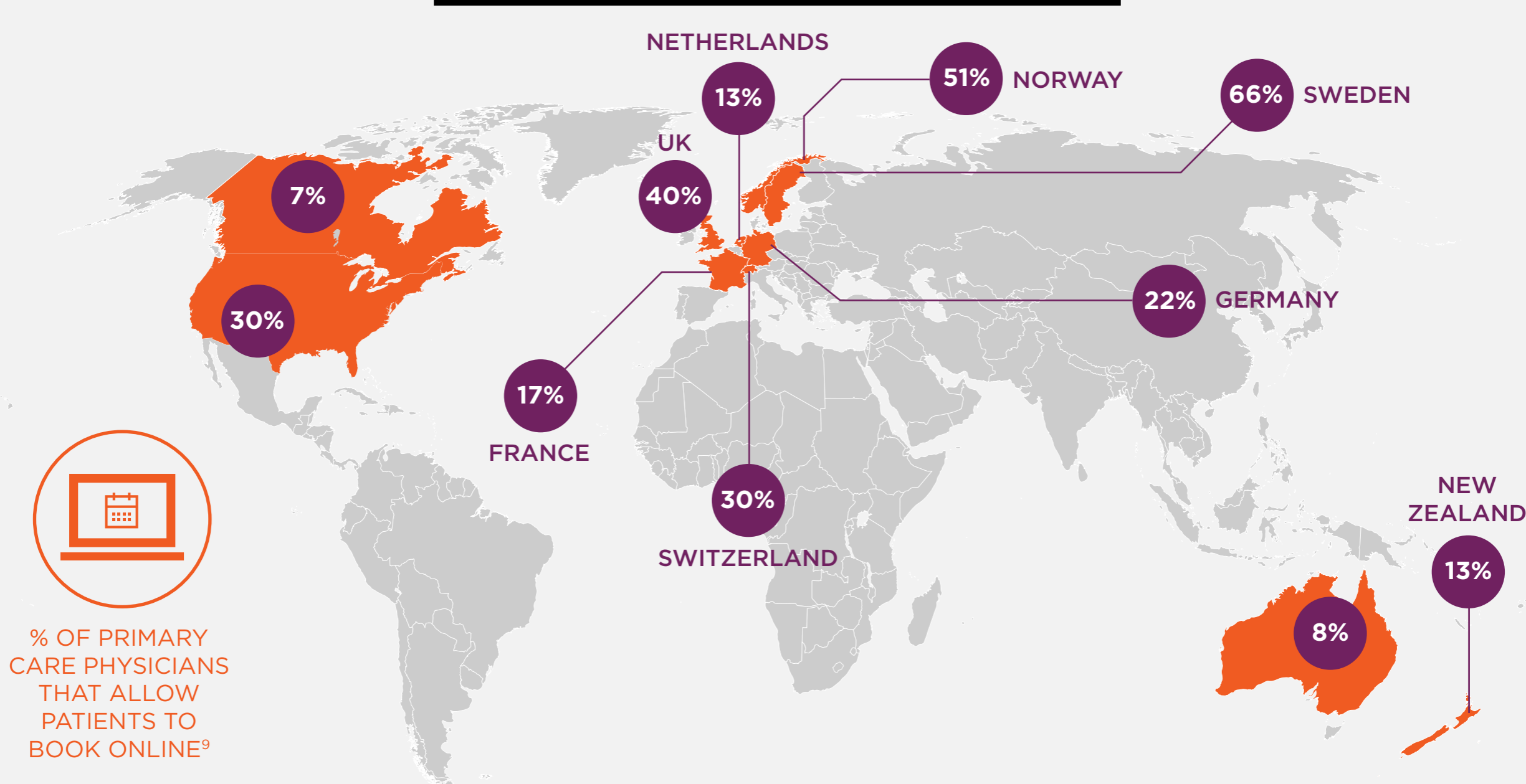
**162 SECONDS** to set up a single appointment **without ebooking.**<sup>6</sup>



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

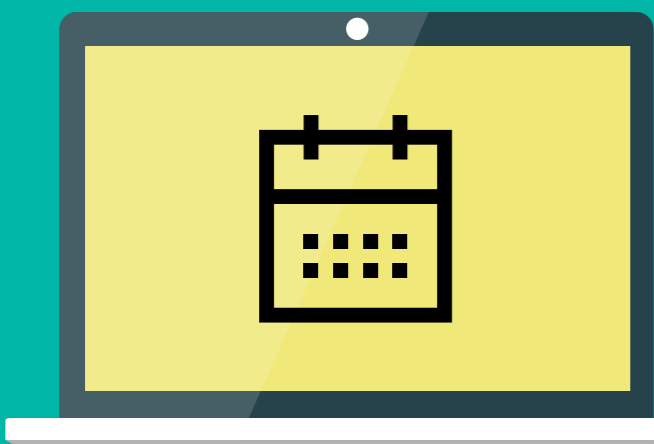
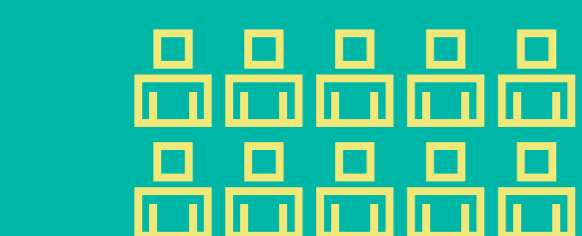
**6 MONTH ROI FOR ONLINE BOOKING SYSTEMS IMPLEMENTED IN A PHYSICIAN'S OFFICE.<sup>8</sup>**

## CANADA LAGS BEHIND



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

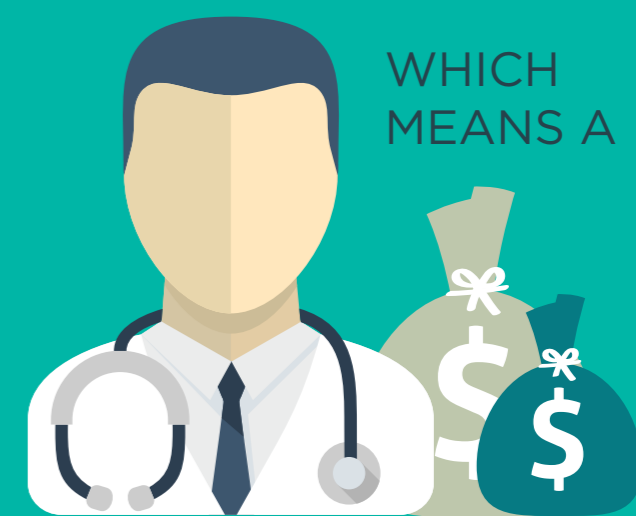
## TIME AND COST SAVINGS



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



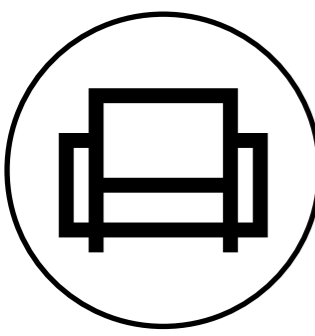
**80%** reduction in time required to set up a single appointment.<sup>11</sup>



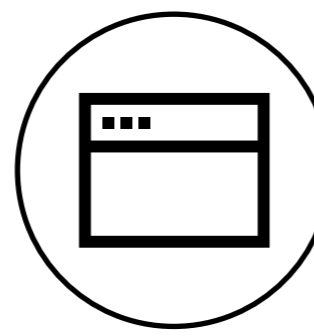
WHICH MEANS A

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

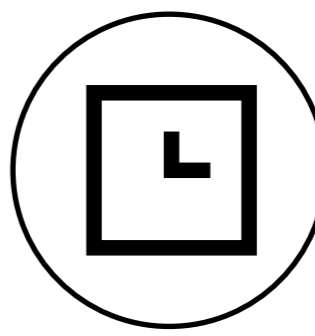
## PATIENT SATISFACTION



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>

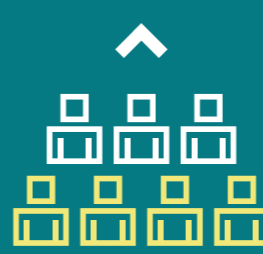
## REDUCED NO SHOWS AND IMPROVED ACCESS



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

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- (2) Ipsos-Reid. (2013). Public Opinion and Use Tracking Survey. Conducted for Canada Health Infoway.
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- (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].
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- (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