

Healthcare tech start-up has huge improvements in patient experience



Vesta Healthcare is a health tech start-up. They connect caregivers with patients, offer home-based care, schedule doctors and nurses, and provide 24/7 healthcare support to their patients. They are mainly based on the East Coast USA and offer care across the US to over 7000 customers.

Challenges

High administrative and low calendar visibility

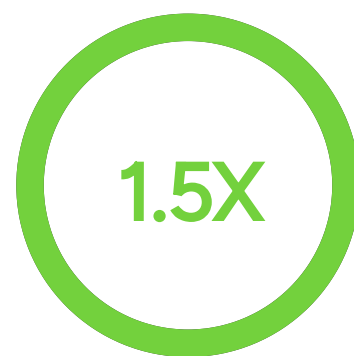
In November 2020, Vesta was managing many nurses and coordinating appointments over the phone, via pen and paper, and Google Calendar. They wanted to increase visibility and control over doctors' and nurses' calendars, decrease no-show rates, and reduce hospital admissions. They were looking for a HIPAA-compliant online scheduling solution to combat their administrative backlog and to make managing patient appointments easier.



Day patient wait
time



Patients scheduled
across the US



Increase in
appointment volume

Solution

An easy onboarding after meeting all their requirements

Following a 3-month onboarding period, they implemented Sign In Scheduling across their business. Vesta quickly set up their 246 services and customized patient confirmations and reminders. For each patient, they set up privately bookable links. They also set different languages and used our Accessibility Suite to ensure they catered to everyone. They set up calendar sync so they could manage nursing staff availability and Zoom to tackle remote care appointments.

Some of their key requirements from 10to8 included:

- HIPAA-compliant scheduling software
- Different language options
- The ability to send appointment reminders and confirmations
- The flexibility to have a lot of different services
- Privately bookable services so they can send links out to specific people
- Multi-location availability to manage nurses on different schedules



Results

A 150% appointment increase and a 50% no-show decrease

Two months after launch, Vesta Healthcare were taking 200 bookings per month. Now they are averaging around 500 per month, **an uplift of 150%**. They improved their no-show rate from 10% to 5%, and their **maximum wait time is just 3.6 days**. They are taking annual and six-monthly visits on top of their usual services allowing them to take an extra 550 appointments since March 2022. They have also been able to open up minimal availability on weekend days, providing even more excellent service to patients.

Results at a glance

- 150% appointment increase
- 5% no-show rate
- Maximum patient wait time just 3.6 days
- Added additional services



Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

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