Byte Sized Solutions and Occam bring appointment scheduling into the hands of patients

> *"Management of the project has gone great; clear documentation, easy communication and we just work really well as a team. Byte Sized Solutions and Occam have gone above and beyond to integrate with our team."*
>
> **—Donna Danko**
> **Director of Clinical Applications**
> **Advocate Dreyer**

Background

Advocate Dreyer is a physician-led and governed group comprised of approximately 200 clinicians throughout the Fox Valley area.

The Challenge

Scheduling health care appointments can be time consuming for both patient and practice. As consumers become more accustomed to immediate access to information and customer service, waiting on a phone call can seem less than satisfactory. Advocate Dreyer wanted to establish their own online scheduling system to give patients the ability to book time directly with their providers, at their convenience, 24-7. The goal was to improve patient engagement and satisfaction by increasing access while cutting down on current call wait times and abandonment.

How We Helped

Byte Sized Solutions and Occam took a legacy API technology, refined it and integrated it into Advocate Dreyer's online patient portal, giving the patient access to do something that was previously impossible.

Sounds pretty simple but since Advocate Dreyer uses Epic MyChart as their patient portal and GE Centricity for practice management, they did not have an integrated solution available for their patients to schedule online. We also had to be able to digitally screen and instantly validate that a patient meets the criteria for self-scheduling before they could be passed through the system. We custom built a bridge for interoperability from a legacy system that otherwise would not work together using the latest stack of technologies on .NET, SQL and React. The result is a very performant, secure, fast and easy to use application that connects patients with their providers. Additionally, we built this so in the future it can deliver the same experience on any device; mobile IOS & Android and desktop. Advocate Dreyer will benefit from the unified code base by only having to make changes and enhancements in one place and they will be immediately reflected on desktop and in the future IOS and android.

OCCAM

ByteSizedSolutions

Why Byte Sized Solutions / Occam

Byte Sized Solutions and Occam have been partnering on complex integration projects for close to a decade. Our expertise in Epic custom development and GE's Healthcare Objects "HCO" was essential in building a custom solution for Advocate Dreyer.

"Byte Sized Solutions provided Architect-level expertise with Epic MyChart, Epic Interconnect APIs, and GE's Healthcare Objects. Their Epic and GE experience made a very complex project more predictable. Their expertise with web application development ensured that the solution was secure."

—Lee Prosch
Owner, Occam Technologies

Early Wins

- Enabled patients to do their own scheduling when it is convenient for them. Patient usage of online scheduling has been overwhelmingly positive and Advocate Dreyer is working towards making all departments available in the online scheduling app.
- Significantly reduced call volume which is allowing patient service representatives to focus on delivering a higher quality customer service experience for the patients on the phone.
- Created a more efficient practice schedule that offers instant real-time visibility into open spots allowing patients to fill appointments that were previously left open by cancellations.
- Set the stage to turn this into a mobile app on IOS and Android.

91% of Patients
stated that they would use online scheduling again.

Patient Feedback

"Very convenient! Loved being able to see all available appointment times to figure out what would work best for me."

"Faster than making an appointment through phone! Very easy to use."

"Excited to finally have this option! Not everyone has time during the day or the privacy at work to sit on the phone to schedule an appointment."

"This is much preferable to making appointments by phone. Thanks for making this possible."

"I work from 8-3 in a school, and often can't call to make appointments during that time. This makes scheduling so much easier!"

To learn more about how Byte Sized Solutions can help you, please contact us at 321.430.0502 or sales@bytesizedsolutions.com

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