



BURLINGTON COUNTY ORTHOPAEDIC AUTOMATES APPOINTMENT REMINDERS, DRASTICALLY INCREASES STAFF EFFICIENCY

The Challenge



The practice manager at Burlington County Orthopaedic was starting to notice the negative impact their manual reminder call process was having on staff members.

On an average day, staff members were spending several hours calling patients to remind them of their upcoming appointments. This time-consuming activity forced other tasks to be left unfinished, making the office less efficient as a whole.

Tired of the inefficiency, the practice manager began searching for a user-friendly appointment reminder solution that would help them achieve automation.

did you know?

- ✓ 28% of practices that manually deliver appointment reminders spend multiple hours on the process each day.¹
- ✓ 72% of manual calling practices agree that personnel can be best utilized in other areas.¹
- ✓ 75% of practices who do not deliver appointment reminders cite a lack of staff time as one of the reasons.¹

The Solution

After researching different systems, the practice manager at Burlington County Orthopaedic chose to implement Alert Solutions. Alert Solutions is an [Allscripts™ Developer Partner](#) and works within their Professional EHR software.

Alert Solutions enables their practice to send daily appointment reminders to all patients automatically using a live voice call. Plus, with the use of two-way communication, staff members can [receive appointment confirmations](#) instantly!

The Benefits

Switching to Alert Solutions from a manual process has saved Burlington County Orthopaedic's office staff a substantial amount of time.

The daily call reports are easily accessible through Burlington's Allscripts™ Professional EHR, providing staff members with everything they need for easy follow-up.

In addition to **drastically increasing staff efficiency**, the quality of Alert Solutions' automated calls has satisfied their older patients who have had difficulty hearing voice messages in the past.

"With Alert Solutions we receive instant confirmations! We went from spending hours on the phone to taking just a few minutes each day to follow up with patients that have cancelled."

- **Bonnie Simpson**
Practice Manager