

# Vanderbilt Orthopaedics enables patients to conveniently self-schedule care online

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Vanderbilt Orthopaedics partnered with Experian Health to implement a guided search and scheduling solution to enable patients to accurately self-book care online at their own convenience.

## Client

Vanderbilt Orthopaedics is one of Tennessee's leading providers of orthopaedic care, trusted by professional and collegiate athletes, including the Nashville Predators, Nashville Sounds, Nashville Soccer Club and the Vanderbilt Commodores.

## Challenge

Access to orthopaedic care can be complicated due to the many factors involved in this type of care, such as condition, affected body parts, insurance, workers' comp, specialist focus, provider's availability, etc. Because of this, like many other orthopaedic groups, Vanderbilt Orthopaedics had to rely solely on phone-based appointment scheduling so that agents could walk patients through the needed scheduling protocols. However, this process is tedious and mired in inefficiency, resulting in long call times and a poor experience.

Simply put, patients don't want to be on the phone for a long time just to book an appointment. To change this, Vanderbilt wanted to improve access with digital technology — but they had to find a solution that could manage all the complexities involved to accurately schedule appointments.

## Resolution

Vanderbilt Orthopaedics implemented the Experian Health patient scheduling solution to improve access by enabling patients to self-schedule online. By automating each provider's scheduling protocols, the solution ensures that patients are guided to the right care through a simple Q&A process during the scheduling experience. The platform incorporates all the scheduling and business rules needed for accurate matching — ensuring patients get the right care and that providers maintain control over their calendars.

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“Experian Health's scheduling solution was able to accommodate our provider rules and simplify the booking process for patients. As a result, our providers now allow patients to self-schedule for their conditions.”

— Jared G. Cobb, Director, Population Health and Patient Engagement Portfolio, Vanderbilt University Medical Center

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### Results



#### White labeled

The Experian Health scheduling solution is fully white labeled and supports the Vanderbilt Health brand. When patients schedule online, the experience is seamless and requires no additional logins. Vanderbilt is able to offer self-scheduling to patients right from the website, outside of the patient portal, while maintaining brand consistency.



#### Automated scheduling rules

By incorporating each provider's scheduling rules into the platform, providers maintain control over their calendars and have found that patients who book through it are well matched and have a high show rate.



#### Decision support

The decision support functionality makes it easy for patients to find the right care just by answering a few simple questions. This process also enables Vanderbilt Orthopaedics to capture all the needed information to accurately guide an orthopaedic patient to the right care — or send them to a live agent if needed.



#### Quick and easy

By automating scheduling protocols and offering access 24/7, Vanderbilt is now able to provide a quick and easy way for patients who have urgent, often painful, conditions to find a provider and secure an appointment — a real plus for the patient experience.