



## INTRODUCING SCHEDULING 24|7

An online patient scheduling tool from USPI's Physician Strategy Group that will help you convert an online consumer to a patient in your practice with the click of a button

### FREQUENTLY ASKED QUESTIONS

#### WHAT IS SCHEDULING 24/7?

Scheduling 24/7 is an online patient scheduling tool that will help your practice grow by converting an online consumer to a patient in your practice with the click of a button. Online consumers will be able to schedule an appointment from your website, Vitals.com, BetterDoctor.com, USNews.com, and HealthPost.com\*

*\*This list is subject to change as we grow our partnership.*

#### WHY IS THIS TOOL IMPORTANT?

Healthcare is undergoing rapid transformation and patients are demanding efficient and convenient access to care. This is an important online patient scheduling tool to have on your website because it will help online consumers schedule appointments from any internet-enabled device when it's convenient for them. You won't have to worry about after-hours calls, patients being on hold, or busy signals.

#### I'VE SEEN SIMILAR SERVICES OUT THERE; WHY IS SCHEDULING 24/7 SO DIFFERENT?

Scheduling 24/7 is provided by USPI's Physician Strategy Group and made specifically for the USPI physician network. Physician Strategy Group can offer this simple and effective patient acquisition tool to grow incremental volume to your practice through preferred pricing of only \$140 a month/per provider. Also included at no extra cost is the entire set up and facilitation process, orientation and training. The cost is upfront and straight-forward with no hidden fees or surprise charges. And because it's through USPI's Physician Strategy Group, you know that it's backed by industry experts who you've come to know and trust with your practice.

#### I DON'T HAVE A WEBSITE; CAN I STILL USE THIS SERVICE?

One of the benefits of Scheduling 24/7 is that you can utilize the online provider profiles found on the major rating and review sites, Vitals.com, BetterDoctor.com, USNews.com, and HealthPost.com.

#### HOW WILL THIS HELP MY PRACTICE GROW?

Scheduling 24/7 will help your practice grow by offering online consumers another way to find you and schedule an appointment. You won't miss out on those patients who need to call after hours or during your busiest times. Your practice will see improved revenue growth by offering patients self-service, real-time appointment booking – at anytime, from anywhere, and from any internet-enabled device.

#### DO ONLINE CONSUMERS REALLY USE THESE TOOLS?

Yes. Research shows that 81% of online consumers would use online solutions to schedule their own appointments. And of those, 59% said they would switch providers for one with online scheduling access. Overall, patients are increasingly gravitating to providers who offer the convenience and benefits of efficient online scheduling.

#### HOW SOON MIGHT I START SEEING NEW PATIENTS?

As soon as the Scheduling 24/7 button is embedded on your site, you can begin seeing new patients. The online consumer will have immediate access to the convenient feature immediately on your website, Vital.com, BetterDoctor.com, USNews.com, and HealthPost.com.\*

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#### HOW CAN THIS HELP MY PRACTICE BE MORE EFFICIENT?

Scheduling 24/7 online patient acquisition tool will help your practice gain efficiency by eliminating call volume to your front office and easing administrative burden. An on-hold or after-hours message can be set to direct people to your practice website to schedule their appointment on their own time and at their convenience. That means, less appointment calls coming to your office and more patients in your front door.

#### HOW WILL I KNOW A PATIENT HAS SCHEDULED AN APPOINTMENT?

After the online consumer schedules an appointment with your practice, you will receive an email alert informing you that an online consumer made an appointment. You will be supplied with all of the information you need to document and facilitate the new patient process.

#### WE HAVE MULTIPLE PROVIDERS AT OUR PRACTICE; CAN THEY EACH HAVE THEIR OWN SCHEDULE?

Yes. Each provider will be able to select the time slots they want to make available for patients. Scheduling 24/7 is fully customizable – you select the time slots you want to show patients, you control, manage and edit all information that is visible; you control all messaging, and you control the reasons for visits and visit types for each provider, as well as accepted insurance plans.

## **CAN SCHEDULING 24/7 INTEGRATE WITH OUR EMR?**

Yes. HealthPost, an Advisory Board company and technology provider for USPI's Physician Strategy Group has built in bi-directional interfaces for customers who use Athena, GE Centricity 10.x and NextGen, as well as a Practice Management System-to-HealthPost interface for eCW and IDX. Integration with other systems may be possible. Just ask!

## **WILL WE NEED TO BUY AND INSTALL HARDWARE OR DOWNLOAD ANY NEW SOFTWARE?**

No. Scheduling 24/7 is a 100% web-based solution that requires no additional hardware or software. With this tool, you will receive on-going support, plus new enhancements and upgrades are included.

## **WHAT IS THE COST AND WHAT DO I GET?**

In partnership with HealthPost, the scheduling technology provider for USPI's Physician Strategy Group, we have created a value bundle that through your practice website, Vitals.com, BetterDoctor.com, USNews.com, and HealthPost.com\*, gives you four times the exposure for only \$140 per month/per provider – that's HALF the cost of the leading online scheduling provider!

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## **DO YOU OFFER TRAINING; HOW WILL I KNOW HOW TO USE THE TOOL?**

Yes, after the Scheduling 24/7 HTML code that makes it work is embedded into your practice website, our technology provider, HealthPost, will facilitate a short orientation and training. This lasts about 15-20 minutes, and will provide practice staff with everything they need know to use Scheduling 24/7.

## **AFTER I'VE SIGNED UP, WILL THERE BE HELP IF I NEED IT?**

Yes. HealthPost, the technology provider will provide all of the technical help and support you may need at any time after you begin using Scheduling 24/7.

## **CAN I SEE AN EXAMPLE OF HOW SCHEDULING 24/7 WORKS?**

Yes. You can "request demo" by visiting [www.PhysicianStrategyGroup.com/Online-Scheduling](http://www.PhysicianStrategyGroup.com/Online-Scheduling), then select the Request a Demo button, or call toll-free 855.207.5230.

## **THIS SOUNDS LIKE A GREAT TOOL! WHAT ARE MY NEXT STEPS?**

Once you've decided to benefit from the Scheduling 24/7 patient acquisition tool, the next step is to go online to [www.PhysicianStrategyGroup.com/Online-Scheduling](http://www.PhysicianStrategyGroup.com/Online-Scheduling) and sign the Purchase Service Agreement. Next, identify a key office person to oversee this program and its setup (usually the Practice Manager). Then, locate your webmaster; you'll need them to embed the code to make the appointment button active on your site. If you don't know who your webmaster is or you don't have a website, USPI's Physician Strategy Group can help.

The key office person will need to collect the following data:

- Practice name, address, phone number, and website address
- Provider name, specialty, and NPI#
- Staff names and email addresses for admin access and online appointment notifications
- Initial appointment slots for patients to select
- Accepted insurances

After this data has been collected, HealthPost sends HTML code to your webmaster to embed in practice website. After the code is installed and tested by HealthPost, you will receive a brief orientation and training. And that's it – just a few steps to be on your way to converting the online consumer into a patient in your practice.

## **CAN I CONTROL WHAT INFORMATION IS DISPLAYED AND WHICH TIMES AND DAYS APPOINTMENTS CAN BE MADE?**

Yes. What the patient will see is fully customizable and you are in control of all the details on your practice website as well as Vitals.com, BetterDoctor.com, USNews.com, and HealthPost.com\*. You don't have to share your whole scheduling calendar. Choose to show only certain days or certain times – keeping you in complete control of your schedule, the way you are now. You can even choose the messaging that goes along with your online appointment calendar.

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## **WILL THE PATIENT BE REMINDED OF THE APPOINTMENT?**

Yes. Another great benefit of Scheduling 24/7 is the automated appointment reminder feature. Patients will receive an email containing important information such as, your practice location and contact information, and their appointment date and time.



PHYSICIAN STRATEGY GROUP

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For more information on Scheduling 24/7 or to request a demonstration, contact USPI's Physician Strategy Group toll free at 855-207-5230 or go to [PhysicianStrategyGroup.com/Online-Scheduling](http://PhysicianStrategyGroup.com/Online-Scheduling).

