



Reduce Your No-Show Appointment With Shepard Health's FIXXER

Problem: No-Show Appointments are a "Lose-Lose" Situation

With demand for better patient management coupled with rising costs in healthcare and pressure to reduce it, the US healthcare system is being pushed into finding the most efficient use of limited personnel and resources. A great hindrance to efficiency is the time lost to "no-show appointments", defined as an appointment where the patient does not arrive for the scheduled appointment and does not notify the facility of the cancellation.

Previous studies detail the financial impact of no-show appointments [1-3]. Two studies conducted at a large family practice center and ambulatory pediatric practice estimated that 31% to 38% of all scheduled appointments [2,5] were no-shows. In addition to the disruption in patient care, the financial impact of a single no-show appointment averages \$196 [5] For a healthcare facility with 100,000 annual appointments, that equates to a loss in revenue of \$6.08 million annually.

Statistics Without FIXXER	Summary
Total Appointments Annually	100,000
Percent No-show Appointment	31%
Total No-show Appointments Annually	31,000
Average Cost of No-show Appointment	\$196
Total Annual Revenue Lost Due to No-show	\$6,076,000

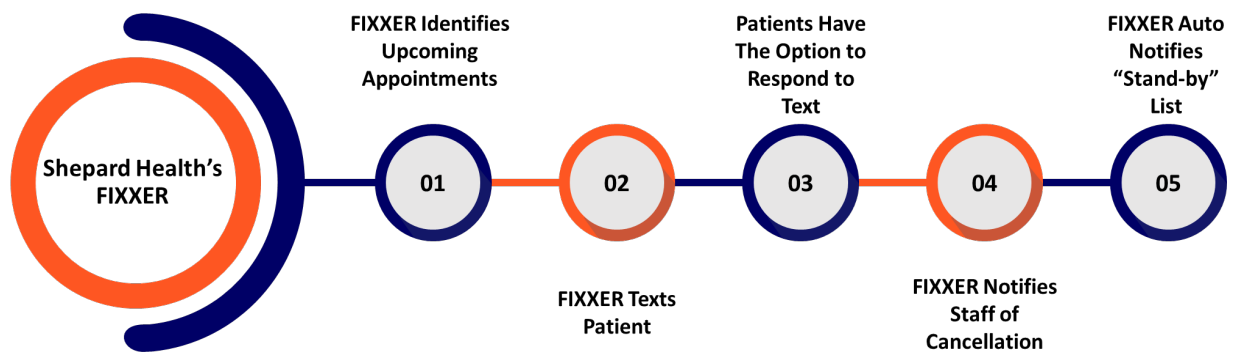
Solution: Solve Your No-Show Appointment Problem with FIXXER™

Utilizing Shepard Health's FIXXER™, healthcare facilities can reduce the frequency of no-show appointments through better patient tracking, communication and automating the management of cancelled and rebooking appointments.

No need to purchase and learn a new EHR system. FIXXER™ by Shepard Health connects seamlessly to your existing EHR to automate the patient appointment process

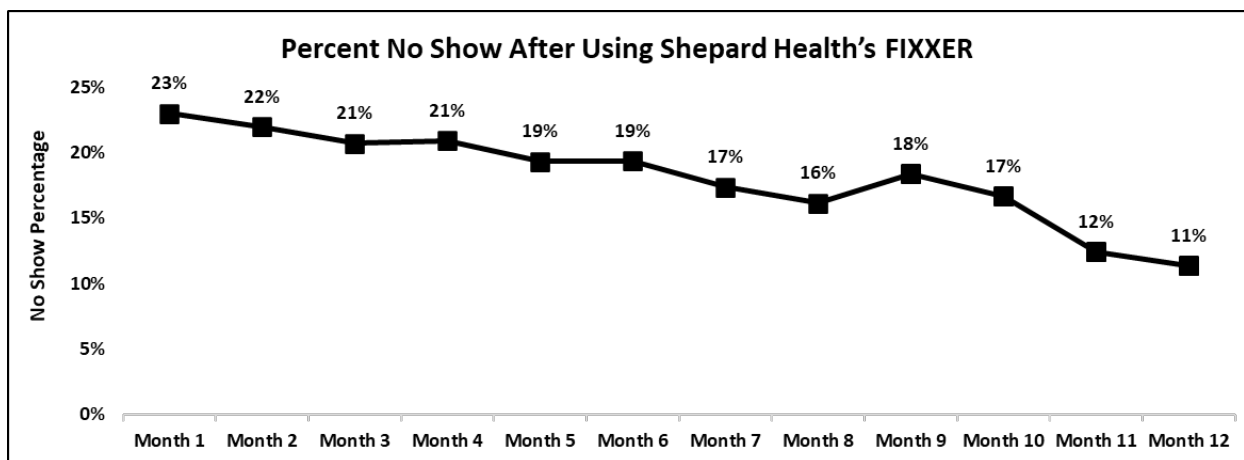
and reduce no-show appointments. FIXXER™ notifies your patients of upcoming appointments and follow-up reminders for any missed appointments via secure email, text, phone call, or mail. Patients can respond via text to confirm, cancel, or reschedule their appointment. If a patient needs to cancel their appointment, FIXXER™ can utilize a “Stand-By” list of patients who need immediate care, and automatically rebook the cancelled appointment with a new patient.

FIXXER™ Delivers Efficiency and Improves Quality of Care



FIXXER™ Delivers Results

Using FIXXER™, a large family practice center and ambulatory pediatric practice decreased their no-show rate by 17% in the first six months and 52% over the year. [2,5]



When your facility books 100,000 appointments but has an annual no-show rate of 38%, everyone loses. Patient care is disrupted, medical staffing is at best under-utilized and worst case, wasted, and an average cost of \$196 per no-show is incurred.



However, using FIXXER™ software, you could cut your patient no-show rate in half, eliminating 12,000 no-show appointments per year. Not only will you increase the efficiency of your operations, but you could also generate more than \$2.3 million dollars in revenue through cost reduction.

Statistics With FIXXER	Summary
Total Appointments	100,000
Total No-show Appointments (23%)	23,000
No-show Appointments Eliminated With FIXXER	12,000
Reduction In No-show Appointments With FIXXER	52%
Total Annual Increase in Revenue With FIXXER	\$2,340,000

Learn how ShepardHealth can help you improve scheduling efficiency and your bottom line using FIXXER™

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2. Moore CG, Wilson-Witherspoon P, Probst JC. Time and money: effects of no-shows at a family practice residency clinic. *Fam. Med.* 2001;33:522–527.
3. Clark J. Appointment cancellation options-a new system to help decrease no-show appointments. *IACH Informer.* 2006
4. Lin C-L, Mistry N, Boneh J, Li H, Lazebnik R. Text Message Reminders Increase Appointment Adherence in a Pediatric Clinic: A Randomized Controlled Trial. *International Journal of Pediatrics.* 2016;2016:8487378. doi:10.1155/2016/8487378
5. Kheirkhah P, Feng Q, Travis LM, Tavakoli-Tabasi S, Sharafkhaneh A. Prevalence, predictors and economic consequences of no-shows. *BMC Health Services Research.* 2016;16:13. doi:10.1186/s12913-015-1243-z.