

How do I reduce my no-show appointments?

Shepard Health's proprietary software, **FIXXER™** is a real-time Care Process Management (CPM) platform that enables healthcare facilities to standardize the highest quality of care at the lowest price, monitor the compliance with best practices in real-time, and escalate deviations before errors occur.



Problem: Two studies conducted at a large family practice center and ambulatory pediatric practice estimated no shows were up to 38% of all scheduled appointments. The financial impact of a single no-show appointment on average is \$196. A healthcare facility with 100,000 annual appointments will experience a loss in revenue of \$6.08 million annually.



Outcome: With FIXXER™ our customers have decreased their no-show rate by 17% in the first 6 months and 52% over 12 months. Assuming 100,000 annual appointments with a no-show rate of 23% prior to using FIXXER™, facilities could eliminate 12,000 no-show appointments per year and generate more than \$2.3 million dollars in revenue and cost reduction.



Solution: FIXXER™ can connect to your existing EHR and notify patients of their upcoming 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.

