

Schedule New Patients Promptly

Your Practice Performance Partner (PPP), the Insights Dashboard, and reports through athena can track how quickly new patients are able to get an appointment. Best practice is that a new patient receives a “new patient” appointment within 14 days. If there is not an opening, consider creating more “new” patient slots.

Benefits:



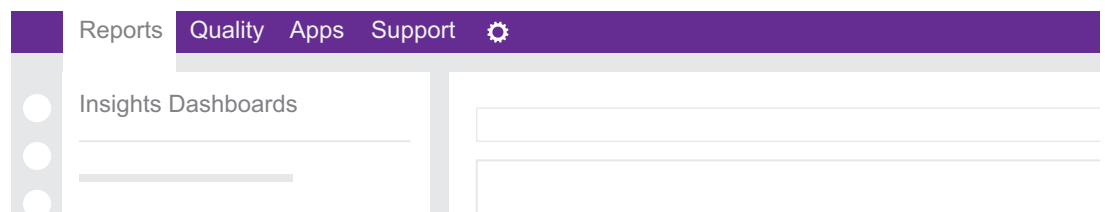
- Ensure new patients are scheduled within two weeks to ultimately build your patient volume
- Ensure potential patients do not continue to look elsewhere for a provider that can get them in sooner
- Optimize provider schedules

Key Features:

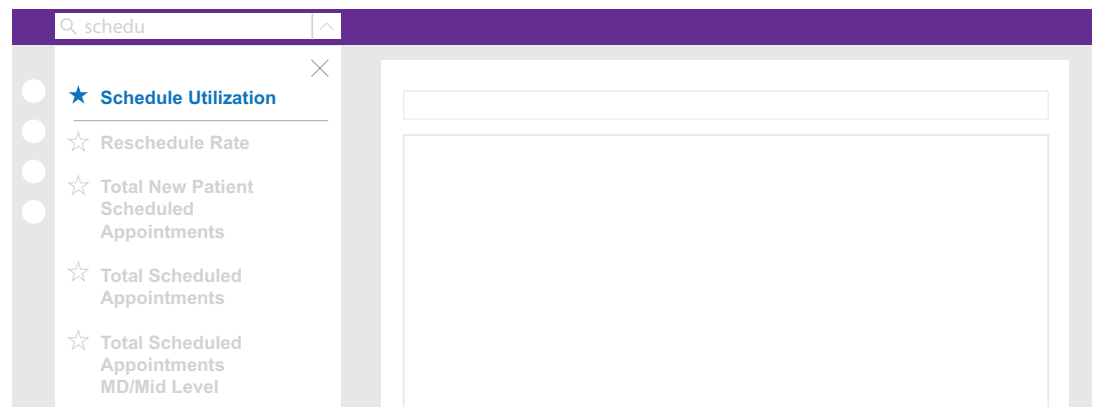
- The Schedule Utilization section in the Insights Dashboard shows percentage of new patients seen in 14 days by practice or provider.

To access this data for your practice:

- Log-in to athena, go to the reports drop down and select Insights Dashboards:



- Select "Schedule Utilization" in the drop down box at the top of the screen:



- Use the "Filters" button in the top right to select providers or date ranges.

Smart tip: you can star the reports that are most useful

How to get started:

- By accessing the Insights Dashboard through athena, you can view the fill rate for your care center and how flexible your providers' schedules are. You can also look at the frozen rates of your providers' schedules which will be a resource when determining how to get your new patients seen within 14 days.
- Your Practice Performance Partner (PPP) can access analytics and look at slot utilization to share where there may be opportunities for your care center. Your PPP can also provide additional recommendations for how the care center can modify schedules to accommodate seeing additional new patients.
- The Insights Dashboard may also be leveraged to show how quickly your new patients are being seen by reviewing percentage seen within 14 days. It is important to note that the more restrictive a providers' schedule is, the longer it may take for the new patient to be seen.
- In athena you can also access reports that specifically focus on schedules, which will allow you to analyze which providers are seeing new patients on a monthly basis. Consider the following:
 - ◆ Is there one particular physician that is seeing more new patients than others, and if so, why?
 - ◆ Is there room to move certain patients based upon visit type to open up the schedule to see additional new patients?
- Keep in mind that by tracking month over month you can start to track how many new patients are being seen monthly to assist with financial analysis and to determine if it may be time to add an additional provider.

