



AI/MACHINE LEARNING

CASE STUDY

## AUTOMATED APPOINTMENT SCHEDULING

A leading US based healthcare provider enhanced **patient satisfaction**, improved **overall efficiencies** and **turnaround times** with **60% drop in no-show rate** using **R Systems' AI-enabled solution**.

[www.rsystems.com](http://www.rsystems.com)

# Problem Statement

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Client was spending a lot of resources and capital on the appointment scheduling process, so they wanted to automate the E2E process of Appointment Scheduling/Cancelling, Search for Physicians/Specialties and Reminders among others, to maximize efficiencies while reducing their capital expenditure.

# Business Need

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Client needed an AI-based scheduling system with a cognitive chat bot which is engaging and responsive.

# Solution Approach

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## For Existing & New Patients

- Patients will request appointments through the mobile app
- AnaWrite will pick the appointment requests, and take info such as preferred time slot and doctor
- Bots will check time slot and doctor's availability, then confirm the appointment (and update New patient info in the database)
- Bots will send the confirmation email to the patients, and give a reminder call to patients

# The Benefits

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- Decreased operational costs
- Improved patient satisfaction
- Improved overall efficiencies & the turnaround times

**24/7**

Enhanced  
Efficiencies

**60%↓**

Drop in  
No-Show Rate