

# **Appointment-Plus Case Study: Room-Scheduling**

**Lexington Medical Center**

## Client Profile

Lexington Medical Center in West Columbia, S.C., anchors a county-wide health care network of six community medical centers throughout Lexington County. The network includes the largest extended care facility in South Carolina, an occupational health center and physician practices. It was voted one of the “Best Places to Work” by the South Carolina Chamber of Commerce, “Best Hospital” by readers of *The State* nine years in a row, “Best Hospital” by readers of *The Free Times* and “Best Place to Have a Baby” by readers of *Palmetto Parent*.

## The Challenge and Problem

Lexington Medical Center offers approximately 20 community classes monthly, equating to around 225-250 individual registrations. It accepts both online appointments and those made over the phone. The system the Center previously used did not provide the consistency it needed to effectively manage its groups, classes and registrants. It allowed patients and staff to register for a group session or class through its Web site, but did not automatically register them. It simply notified the Center by e-mail that an individual had registered. The old system was not a true scheduling program, but rather an inefficient appointment-request system. It still required staff members receiving the e-mail to manually enter the registrant’s information.

## The Discovery

Lexington Medical Center needed a more streamlined process of scheduling its group sessions and seminars to better serve its visitors and employees. It looked for an easy-to-use appointment scheduling system that would automatically register patients through its Web site, while providing staff with tools to effectively manage their sessions and seminars, registered patients, instructors and reduce the amount of manual work.

## The Solution and Implementation

Lexington Medical Center conducted Internet searches to locate an appointment-scheduling software service to provide the tools they needed to improve operations. It decided on Appointment-Plus based on its features, capabilities and notable list of clients that rely on its services. The helpful, friendly and complementary set-up coach at Appointment-Plus assisted the Center in the initial stages to ensure the appointment scheduler was customized to its needs.

## The Results

Patients and staff love the easy-to-use functionality of Appointment-Plus. The system now automatically registers and, if needed, cancels patients for their group sessions and classes. Patients can also register for multiple seminars at the same time. Additionally, Lexington Medical Center utilizes the automated e-mail reminders to inform patients of upcoming sessions and seminars they're registered for. The Center estimates that Appointment-Plus, along with other related tasks, saves eight to 10 hours of staff time per week.

***Appointment-Plus** ([www.appointment-plus.com](http://www.appointment-plus.com)) is the worldwide expert in online scheduling solutions and creator of the scheduling industry's most flexible and feature-rich software program. Servicing over 100 different industries in 16 countries throughout the globe, it's the premier Web-based booking application for growing businesses, enterprises, higher education, government and logistics. With over 15 million end-users and 75 million appointments booked since its inception in 2001, Appointment-Plus is one of the fastest growing cloud-based services in the world. Headquartered in Scottsdale, Ariz., organizations ranging in size from Fortune 500 companies to small businesses use Appointment-Plus to book an average of 2.5 million appointments monthly.*

