

# **Appointment-Plus Case Study: Wellness Center**

**D'Arcy Wellness Clinic**

## Client Profile

D’Arcy Wellness Clinic in Natick, Mass., offers such therapeutic services as massages, acupuncture, herbal and health consultations, psychotherapy and yoga. Administering the services are nine professional therapists specializing in the above services. The Clinic also operates a natural herbal supplement store.

## The Challenge and Problem

Prior to using Appointment-Plus, the Clinic did not utilize any type of self-scheduling software that allowed clients to schedule their own appointments online at their convenience. The receptionist would take most of the appointments by phone and manually enter them into an appointment book. Although not a tremendous burden on the receptionist and staff, the more traditional process of taking appointments was nonetheless inefficient. Additionally, given the number of practitioners at the Clinic, it was becoming more difficult to find an appointment book that would adequately record all of their appointments and clients.

## The Discovery

D’Arcy Wellness Clinic wanted to give its clients the ability to schedule their own appointments online. It decided that online, client self-scheduling software could be beneficial not only as a service to its clientele, but also to its receptionist and staff, as it would free up time presently spent accepting client telephone calls and manually booking their sessions.

## The Solution and Implementation

Following an online search, D’Arcy Wellness Clinic chose Appointment-Plus as its online appointment scheduler. It provided the business with the functionality it needed for secure online client appointment scheduling.

## The Results

Appointment-Plus is making it easy for clients of D'Arcy Wellness Clinic to schedule their therapy sessions online securely and at their own convenience. Since 2006, the clinic has relied on Appointment-Plus for client self-scheduling and internal scheduling, managing their client information, and sending e-mail reminders on upcoming appointments. Additionally, the software's ability to easily manage appointments and clients from numerous practitioners has solved the problem the clinic previously encountered when using an appointment book. Clients are now booking online, freeing up receptionist and staff time for more important tasks. Both staff and clients enjoy using Appointment-Plus.

***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.*