Southlake MRI & Diagnostic Center
Merrillville, IN

Online Scheduling Brings Order and Efficiency to Diagnostic Center

An AppointmentPlus Case Study
Southlake MRI & Diagnostic Center desperately needed a faster, more accurate, and easily accessible way to schedule their patient appointments. For years, this busy medical office had been using a paper appointment book and often experienced frustrations due to double-booking, waiting for the appointment book to be available, and long hold times.

In 2015, Southlake MRI & Diagnostic Center selected AppointmentPlus® software to make their appointment scheduling process more efficient while improving their patients' experience at their facility.
Switching to cloud-based scheduling resulted in:

- **40%** time savings for front office staff
- **50%** improvement in daily reporting

**About Southlake MRI & Diagnostic Center**

Southlake MRI & Diagnostic Center has provided high quality diagnostic services in the Northwest Indiana market since 2004. They are one of the few independent radiology facilities in their region, which allows them to offer their services to patients at a cost savings of up to 75% over hospitals.

This locally owned and operated practice offers affordable diagnostic services such as MRIs, CT scans, and X-rays. It employs 10 radiologists and eight staff members.
Paper-based system caused booking errors & bottlenecks

At their busy practice, the front office staff schedules up to 25 appointments per day. The paper appointment book they used for scheduling appointments was inefficient and outdated. Complaints from customers of double-booking and long wait times were rampant. And the practice of writing in appointments and erasing them when there was a cancellation often caused incorrectly interpreted notes and errors in booking.

In addition, the paper calendar could only be in one place at one time. Staff members often had to keep patients waiting while they waited for the book to be free before they could make, update, or even just confirm an appointment.

They needed a solution that would allow multiple staff members to access the Center’s calendar simultaneously.

Cloud-based technology improves accuracy and efficiency

The team at Southlake MRI & Diagnostic Center knew they needed a technical solution to their problem. They wanted a software system that would allow multiple users to access the appointments at the same time, so that there would be no more waiting while the calendar was in use. Additionally, they needed a solution that would allow them to customize appointments for every type of service they offer.
As a cloud-based solution, the AppointmentPlus scheduling system allows all staff members to log in and access patient appointments from any location with an Internet connection. The mobile app means that the system is accessible from tablets and smartphones, so staff and physicians can check on their upcoming appointments anytime, anywhere.

Since the system is always available and multiple users can be logged in at once, patient wait time is significantly diminished. Southlake MRI & Diagnostic Center’s front office manager, Theresa Singh, says the 24/7 access means a better patient experience.

“We are in the AppointmentPlus system all day long, from open to close,” she tells us. “Because the system updates continuously, any staff member can help a patient, knowing they’re looking at the current version of the schedule.”

Booking an appointment is approximately seven minutes faster than before, resulting in an average time savings of 16.5 hours each week for the front office. The decreased phone time has led to an increase in patient satisfaction, and a more convenient experience overall.

“AppointmentPlus was able to customize to our practice, and that’s what we needed.”

— Theresa Singh
Southlake MRI & Diagnostic Center’s front office manager
Easy to implement, easy to use

Theresa says the transition to AppointmentPlus software has been seamless. After the initial setup with the help of AppointmentPlus Tech Support, the administrators at the Merrillville practice have been able to add to and modify the scheduler as needed. And they know if they need any additional help, the AppointmentPlus Support team is just a call away.

“The support has been awesome,” Theresa says. “AppointmentPlus is very knowledgeable about our setup. When we call, it seems like they’ve been looking at our program every day. They are so familiar with our system that when I have an issue, I don’t have to spend a lot of time explaining my problem in order for them to understand what’s going on and provide a solution.”
Improved reporting shows trends in patient activity

Before implementing online scheduling, the office staff at Southlake MRI & Diagnostic Center spent half an hour each day accessing multiple systems to generate their daily reports. With the AppointmentPlus software's integrated reporting features, the staff can easily create daily views of patient activity and booking trends, including cancellations, no-shows, and new appointments, in half the time.