

USE CASE - Patient No Show Reduction

Customer: Private Medical Insurance/health clinic

Challenge:

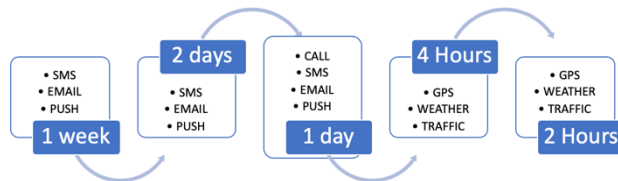
No-show reduction (failure to attend doctor appointment) for different types of medical services (dermatology, pediatrics, optician, primary care, dentistry etc.) is a big challenge in medical facility planning and costs a lot in lost time of the medical professional.

Our client had an average 'Patient No Show' of 15%. We were asked to develop and implement a system of solutions aimed at supporting more efficient completion of appointments, and providing more detailed financial analytics for cost optimization.

Solution:



- Patient scoring for probability of 'No Show' based on a number of variables: age, gender, type of services, nearest clinics, most visited clinic, most visited doctor specialization, history of visit etc.
- Personal communication patterns for each patient based on No Show probability scoring
 - Message (sms etc.)
 - Email
 - Push for mobile app
 - External data as a source of automatic decision - GPS, weather, traffic jams



- Intelligent waiting lists
- Integration of patient calendar with Medical App to choose recommendation for best appointment time based on doctor and patient availability

Impact:

- **20% reduction** in 'Patient No Shows'
- 'Reduction in appointment cancellation calls – **1000/month**

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