UI Patient Appointment Center

The University of Iowa Patient Appointment Center (UI PAC) was established in July 2015 by the University of Iowa Physicians Group (UIP). The program was known prior to this date as the Centralized Management of Scheduling Program.

The UI PAC operates the patient scheduling “contact” center, facilitating patient access to UI Health Care outpatient services. The contact center offers an extension of the clinics. The center is utilized by over 20 departments, outreach, and a pilot with UI Community Medical Services’ North Liberty location.

### Key Metrics

**Press Ganey Patient Satisfaction**

**Ease of Getting Through to Clinic on the Phone**

<table>
<thead>
<tr>
<th>Month</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 2016</td>
<td>84</td>
</tr>
<tr>
<td>Oct 2015</td>
<td>83</td>
</tr>
</tbody>
</table>

**HUMAN RESOURCES**

- **118** Full Time Schedulers
- **24** Administrative Staff
- **57** Staff Hired Since January 2016

**Turnover Rates**

- November 2015: 35.2%
- November 2016: 18.0%

**Vacancy Rates**

- November 2015: 23.7%
- November 2016: 8.7%

**Speed of Answer**

Average speed of answer is the number of seconds it takes for a call to be answered.

- Sep 2015: 57.5 sec
- Sep 2016: 28 sec

**Abandonment Rate**

Abandonment rate is the percentage of abandoned phone calls.

- Sep 2015: 6.46%
- Oct 2016: 3.09%

**Monthly Call Volumes**

**Monthly Outpatient Visits Scheduled**

Goal: 85% of calls will be answered in less than 20 seconds.

Goal: Less than 5% of phone calls are abandoned.
UI Patient Appointment Optimizations

**APPOINTMENT REMINDER COMMUNICATIONS**
- In February 2016, e-mail reminders were added as a patient option.
- As of July 2016 patients can now select two methods for reminders such as a letter with map seven days in advance and a text message two days before the visit.
- In October 2016, real time appointment notifications were added at the time of a scheduling, cancellation and no-show event.
- In early 2017, interactive appointment confirmations will be added, allowing a patient to cancel or confirm their appointment via call, text or e-mail and additional language options for reminders.

**PROVIDER REFERRALS TO UI HEALTH CARE**
The UI PAC is working to improve the external referring provider experience by standardizing and streamlining intake for referral requests. The workflow is in place for incoming phone calls and is currently being rolled out to referring providers through our Epic Portals UI CareLink and Care Everywhere. Through this, efficiencies are gained in referral tracking, registration, insurance authorization, clinical triage, and communication back to our referring providers.

**PATIENT FAST PASS**
- Patient Fast Pass is an Epic tool that automatically offers earlier appointment times to patients that have requested to be seen earlier if an opening occurs.
- Since April 1, 2016 and has an acceptance rate of 10%.
- The average patient that accepts an offer is seen 24 days earlier than their original appointment.

**ENHANCING PATIENT SERVICE**
- Starting September 1, scheduling calls from the UI Access, UI Consult, and UI Children’s Hospital lines, previously routed to the Integrated Call Center (ICC), have been answered by the PAC.
- The typical on-hold time for these calls has fallen from 5 minutes to about 8 seconds.
- The abandonment rate has also dropped, from up to 47 percent to under 2 percent.
- Moving these calls to the PAC has also decompressed the ICC, allowing them to more effectively address nursing triage and other priorities.

**MYCHART SELF-SCHEDULING**
Through the “Self Schedule an Appointment” feature under the Visits tab on MyChart, patients can already directly schedule certain types of appointments in Student Health, General Pediatrics, General Internal Medicine, Family Medicine, and certain outreach clinics.
Since go-live in May of 2015 Student Health Services has scheduled over 2,100 appointments via MyChart Self Scheduling.