

Anderson Hills Pediatrics Delivers 24/7 Convenience

THE CHALLENGE

Staff face mounting front office burdens

Anderson Hills Pediatrics makes every effort to provide the best possible care, in an atmosphere of hope, dedication, and compassion, so children can achieve the best possible health and quality of life. However, high call volume, manual mailings, long registration processes, and tedious collections can create significant pain points throughout the practice.

THE SOLUTION

Results Seen Overnight

Since adding NextGen Patient Self-Scheduling, parents are thrilled they can make appointments with 24/7 convenience. Within the first 24 hours of providing online scheduling, 108 appointments were made for practice's flu clinic. Online scheduling helps parents keep track of appointments. The staff is also pleased to focus on other tasks instead of being tied up on the phones.

Anderson Hills Pediatrics has close to 9,000 families engaged online through the NextGen PxP Portal. Parents appreciate the flexibility to do more on their own. For example, with NextGen Pay, they can securely pay a bill day or night.

“Giving parents the accessibility they need to manage their child’s care enables us to use less staff for calls and mailings. At the end of the day, reduced administrative tasks equals increased revenue. And, more importantly, happier staff and parents.”

Eileen Morrow, Technical and Operations Manager
Anderson Hills Pediatrics

HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or **results@nextgen.com**.

CLIENT PROFILE

Anderson Hills Pediatrics

Locations: Cincinnati and Amelia, OH

NEXTGEN HEALTHCARE SOLUTION

- NextGen® PxP Portal
- NextGen® Pay powered by InstaMed
- NextGen® Patient Self-Scheduling

HIGHLIGHTS



108 appointments made in the first 24 hours of providing online scheduling



Increased revenue linked to online portal, scheduling, and payment features



Lower no-show rate



Increased parent and staff satisfaction