

SCHEDULER

Description

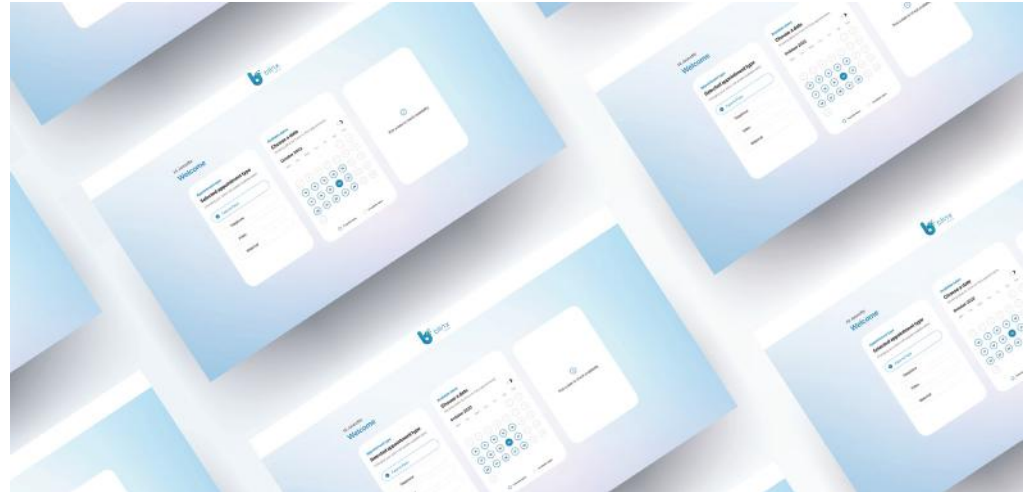
The Scheduler, a cutting-edge patient-facing appointment self-booking tool, revolutionises clinic schedules and elevates patient access and engagement. This innovative tool empowers patients to book directly into predefined slots for specific appointment types, all in accordance with GP practice guidelines. Furthermore, practices can specify the specific clinician that the patient can book in ensuring they are seeing the correct clinician for their needs.

It significantly enhances patient choice while maintaining practice ownership and control. With PACO Scheduler, patients gain direct online booking capabilities,

eliminating the need for manual telephone calls when scheduling routine appointments and freeing up valuable time for practice staff.

Booking options can be configured to allow patients to request additional services such as translators, transport or chaperones for appointment and all these requests and notes are automatically populating into the appointment notes. Specific configuration prevents patients from scheduling too soon or too far into the future, mitigating the risk of DNAs (Did Not Attend). Additionally, PACO Scheduler sends confirmation and reminder communications to patients, minimising missed appointments, and enhancing overall patient satisfaction.

PACO Scheduler is the ideal solution for primary care providers seeking to optimise their schedules, reduce no-show rates, and enhance patient access and engagement. All bookings are seamlessly captured and recorded in the clinical system, ensuring a seamless process from start to finish.




Why is it important?


Streamlined Booking Process: Booking appointments often involves phoning GP practices at 8 am, resulting in long wait times for patients and high workloads for admin staff. Limited appointment options force patients to accept what is offered, often clashing with busy personal schedules. Cumbersome phone call processes can deter some patients from seeking healthcare improvement opportunities. Practices offering online booking may face overwhelming requests with limited control.

What it does

Direct Patient Booking: PACO Scheduler empowers patients to book appointments directly with the GP practice through a unique, personalised link. Patients can select the right healthcare professional and a convenient time that suits their schedule.

Benefits

 **Enhanced Patient Experience:** Patients benefit from increased choice and convenient appointment options.

 **Efficiency:** A reduction in phone calls to the practice translates to increased staff capacity for other essential activities.

 **Easy Configuration:** GP practices can configure appointment slot options for patient booking, ensuring control over the appointment book and the choice of healthcare professionals.