



A CHRONOMETRIQ SUCCESS STORY

# Improved Appointment Management is Ensured with the Chronometriq Suite of Products

An efficient, simple, and secure solution.



## Coteau Medical Clinic

Saint-Jean-sur-Richelieu, Quebec

- Known for **receiving women who require regular pregnancy examinations.**
- Offers services such as family medicine, blood tests, nursing services, walk-ins, and obstetrical care.
- **15 family physicians, 4 registered nurses, 1 respiratory therapist, and 2 social workers.**
- Appointment management is not a light task considering the clinic has more than **15,000 registered** patients and manages around **5,000 appointments per month.**



## Touraine Medical Clinic

Ottawa region

- **The third-highest attendance rate (94.5%).**
- **15 family physicians, 3 registered nurses, 1 psychologist, and 1 social worker.**
- Offers services such as minor emergency consultations, obstetric care, nursing services, advanced access for appointments, follow-ups with a psychologist, as well as medical consultations and checkups.
- **Manages a large volume of appointments daily and more than 5,000 appointments per month.**

## Before Chronometriq

Prior to our integration, the front-desk staff at these clinics had to tackle a large volume of calls and patients on a daily basis. The heavy workload associated with booking a significant amount of appointments was very time consuming and created a high-stress environment. As a result, other tasks at the clinics were affected. **Our goal was to manage appointments more efficiently all the while saving them time and reducing their stress.**

## What we had to offer



### Get patients to book their appointments online to free up phone queues and the reception.

- We set up our **interactive online booking solution.** Patients don't have to wait on the phone, go to the clinic, or ask receptionists for help to make an appointment because they now have access to the clinic's availabilities, online, **24/7.**
- All **demographic data changes made by the patient are updated in real-time** in the EMR, allowing receptionists to focus on other demanding tasks.
- **The system prioritizes emergency availabilities** to the attending physician and also **displays free time slots for the walk-in service.** Therefore, the patient can book an appointment and arrive at the clinic when it is time to see the doctor. This way, clinic phone lines and waiting rooms are freed up.



### Remind patients of their appointments. We took care of this!

- With this feature, we wanted to allow the **clinic staff to customize messages based on the type of appointment and the preferred method of communication** (email, voicemail or SMS).
- In addition, **the status of the appointment and patient confirmation are automatically changed in the EMR.** This change exempted receptionists from confirming appointments and follow-ups in the system.



### Self check-in, faster check-in!

- We thought of a simple procedure for the patient; **this system informs the doctor of the patient's arrival by updating the EMR immediately.** Also, patient admission is done in 4 easy steps and the kiosk directs the patient to the right area. Consequently, this feature has greatly reduced the volume of patients at the reception.



*"70% to 75% of patients use the kiosk. The remaining 25% are patients who have an expired card, so they need to come and see us so that we can update it"*

- Karima S.  
Medical office assistant at the Coteau Medical Clinic



*"At least 80% of our patients use it. The majority of my appointments are taken using the Chronometriq platform"*

- Catherine É.  
Clinic manager of the Touraine Medical Clinic



## With Chronometriq

We spoke in-depth with Catherine and Karima after integrating our products in order to obtain more details about their experience with our platform.

Here is what they had to say:

### Do you feel that the level of stress has decreased in your clinic?

**Catherine:** The level of stress for secretaries has decreased significantly! Before the phones were ringing continuously and we always had a large volume of patients at the reception. Since we have Chronometriq, our reality has changed. Regarding patients, they are happy to use the product. Regarding the secretaries, they don't even need to think about it... everything is done automatically.

**Karima:** Yes, the stress level has decreased a lot. That's for sure! Anything concerning appointment confirmations and patient registration is done by itself! We don't need to take care of it anymore.

### Does the Chronometriq Suite help your staff save time?

**Catherine:** In fact, **receptionists invest their time better.** They can focus on working on more rewarding tasks, answering faxes, and doing other follow-ups since appointment management has been set up automatically.

**Karima:** Oh yes! The team can focus on more complex tasks because a lot of the work is done automatically. As for the kiosk, **sometimes we try to imagine a single moment without it and we realize how much it has helped us!**

### Do you think the service provided to patients has improved since integrating Chronometriq?

**Catherine:** Absolutely! When you're sick, you don't want to wait on the phone to book an appointment or wait at the clinic to see a doctor. **Now with the Chronometriq products, patients can rest and come to the clinic only when it's time to see the doctor. We're offering a fast, easy to use service at their disposal 24/7.** In addition, they're also less exposed to bacteria from other patients.

**Karima:** Yes, absolutely! In fact, **we can't live without your products.**

### What is patient feedback? What is the feedback from your staff?

**Catherine:** Patients are very happy with the program: it's easy, it's free, it's fast, and they have access to a doctor 7 days per week. **At least 80% of the patients use it; the majority of my appointments are definitely taken with Chronometriq.** The feedback from staff is good, the girls are really happy and they feel less stressed.

**Karima:** Patients are happy to use the kiosk since registration is faster. As far as the receptionists are concerned, they are no longer able to imagine themselves without Chronometriq, because they have more time to answer our faxes and the phone and to perform follow-ups with the patients.

## About Chronometriq

We were named one of the twenty-five most innovative businesses by C2-MTL. And since then, we are now leaders in digital healthcare management through our suite of products enabling full-circle appointment management for clinics and patients alike.

Since 2012, we've serviced millions of patients across all Canadian provinces.

The motivation behind everything we do is our unwavering drive to improve patient and clinic staff experiences, which is the best part of our work!