

2019 Spring Symposium

Track A: The New-Age Provider

Session 2

Topic: A Strategy for Improved Access to Care

Speaker: Jake Moore, Enterprise Access Manager, Penn Medicine EHR Transformation Team
Penn Medicine

Session Abstract

Penn Medicine has been at the forefront of EPIC's patient scheduling options; scheduling over 12,000 appointments each month. This session will describe how the health system is taking a multi-channel approach in their Access Strategy utilizing EPIC suite patient self-scheduling tools. It will highlight specific use cases that discuss the implementation, tracking and expansion of online patient scheduling performance metrics that were tracked as part of the implementation such as the number of no-shows and other success factors. With more than 19 specialties leveraging this solution, an overview of the rollout for practice and patient adoption as well as the ROI gained from this implementation will be provided.