Healthgrades Online Appointment Scheduling

Why Healthgrades is the right choice.

Online Appointment Scheduling opens up access points for consumers to conveniently connect with you. In fact, all things equal in a provider, 80% of consumers prefer those who offer online scheduling[1]. Partner providers with Online Appointment Scheduling are 200% more likely to have their profile clicked into than other partner providers[2].

There are many things to consider when choosing an online scheduling vendor. Healthgrades has a state of the art solution that has the broadest array of access points for consumers. Whether consumers are interested in scheduling through healthgrades.com, our 24/7 call center, your health system's app, your marketing campaigns, or your health system's website, we have the tool that meets your consumers wherever they are searching.

When it comes to third-party online scheduling tools, health system executives have a variety of choices – but not all options are created equal. The following is a checklist of key capabilities that can help guide your decision-making.

See what Healthgrades offers over others.

	Healthgrades	Zocdoc	DocASAP	Epic	Health Post/ Advisory Board	MyHealthDirect
Largest audience of online healthcare searchers	★	○	○	○	○	○
Leading online resource for comprehensive consumer – physician match (including Care Philosophy, conditions treated, patient reviews, insurance accepted, and more)	●	○	○	○	○	○
Call center booking (allows call center to book appointments)	●	○	○	○	●	○
Business rules (allows provider to control how and when appointments can be scheduled)	●	○	●	○	○	●
Provider scheduling integrated directly onto your website	●	●	●	●	●	●
EMR / practice management API integration	●	●	●	●	●	●
External API (for health systems who want to build your own scheduling experience. For example within your health system app, or a seamless booking experience within your health system website)	●	○	○	○	○	●
Non-integrated solution (fastest route to incorporate scheduling ability)	●	●	●	○	●	●
HL7 integration (integration with EMRs that do not have API capability)	●	●	●	N/A	●	●
Self-service dashboard and analytics	●	●	●	●	●	●
Cross-promote providers to serve patients faster, manage inventory more efficiently	●	○	●	○	○	○
Follow-up text or email appointment reminders	●	●	●	●	●	●
Search by insurance	●	●	●	○	●	○
Search by provider availability or consumer criteria (days of week, times of day, accepting new patients, existing patient booking, reason for visit)	●	●	○	○	○	○
Insurance Verification (with patient input insurance #, we perform a real-time coverage check)	●	●	○	○	○	○
Native app scheduling (iOS and Android)	●	●	○	○	○	○
View of providers with online appointment calendars at practice level	●	●	●	●	●	○
Fill canceled spots (Surface newly opened appointments to patients waiting in the queue)	●	●	○	○	○	○
Decision support (ask questions to help consumer find the right provider)	●	○	○	○	○	●

1. *Stax Web Survey and Analysis 2016*
2. *Healthgrades analytics 2018*

Your patients want online appointment scheduling.
You should too.

Find out why Healthgrades is the right solution for you.

Contact your account rep or learn more here.

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