CASE STUDY

notable

Reid Health

The challenge

Patient no-shows is a persistent issue in healthcare that adversely affects resource utilization, quality of care, revenue, and patient retention. No shows can be attributed to many factors, such as a patient's socioeconomic situation, or the provider's scheduling policy, which often puts the onus on the patient to find, schedule, and remember their appointment.

The solution

Using Notable, Reid Health is reducing no-shows and late cancellations by allowing patients to confirm appointments and receive pre-visit instructions and reminders digitally. As a result, the health system reports a 96% patient satisfaction rating across a variety of patient cohorts, from pediatrics to geriatrics.

With the adoption of intelligent automation, Reid Health prioritized implementation at clinics and patient cohorts with the lowest overall engagement. For example, Reid Health deployed Notable at its geriatrics clinic first and, within the first week, reported a 38% digital completion among these patients. Two weeks later, after Notable fine-tuned the registration experience to meet the needs of this unique patient population, engagement rates reached 56%. This engagement rate, which is significantly higher than the industry standard of 5-10%, can be attributed to Notable's user-centered design and configurability.

Solutions Deployed

Intelligent Intake

EHR

Epic

Market

Indiana, Ohio

Beds

271

Employees

3,000+

Key outcomes

96%
patient satisfaction rating

8%
decrease in no-show rates

1,318
additional visits created over 6 months

$2M
projected annual cost savings