

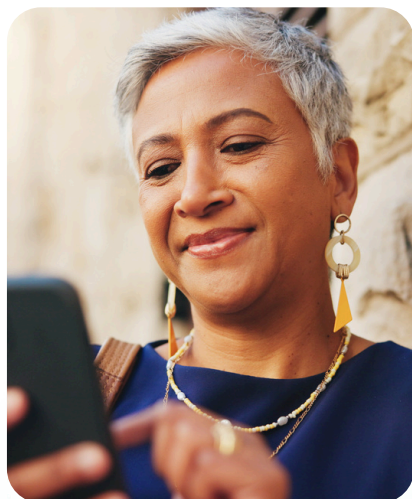


CASE STUDY

From Referral to Appointment. Automatically



Case Study



A large health system used SpinSci Patient Notify to automate outbound patient engagement, cutting manual follow-up, reducing no-shows, and closing the gap between referral and scheduled care.

ABOUT THE ORGANIZATION

This organization is a large, multi-hospital health system providing inpatient, outpatient, and emergency care across a broad patient population. With high referral and appointment volumes, the organization needed a smarter way to keep patients engaged and moving through their care journey without overburdening staff.

THE CHALLENGE

Inconsistent Follow-Ups Delaying Care

Manual outreach for referrals and follow-up appointments was slow, inconsistent, and reliant on agents to chase patients who hadn't yet scheduled. No-shows and delayed care were a direct result.

There was no automated mechanism to close the loop once a referral was placed in Epic, leaving patients to fall through the gaps between referral and scheduled care.

“

“We were losing patients between referral and appointment because our follow-up process depended entirely on agents making manual calls. Patient Notify closed that gap. Patients hear from us automatically, and our team is focused on the conversations that actually need a human.”



**Enterprise Senior Manager,
Large Arizona Health System**



Scaling Proactive Patient Outreach with Patient Notify

SpinSci Patient Notify was implemented on the organization's Five9 contact center platform, integrated with Epic to trigger and manage proactive outbound notifications automatically.

- EHR-triggered voice and SMS notifications for appointments, referrals, orders, bills, and prescription reminders, driven by live EHR events rather than manual scheduling
- Real-time logic tied to EHR scheduling events, automatically removing patients from the outbound queue the moment they book, eliminating unnecessary contact attempts
- Daily outreach disposition writeback to the EHR, updating patient records with contact attempt outcomes for full auditability

OUTCOMES

- **Reduced manual outbound call volume**, with routine follow-up and referral outreach handled automatically rather than assigned to agents
- **Faster time-to-care** for high-priority referrals, with patients contacted immediately when a referral or order is placed in Epic
- **Fewer no-shows** and scheduling gaps, driven by consistent, timely reminders across voice and SMS channels
- **Full Epic auditability of patient outreach**, with disposition and contact attempt data written back automatically after each campaign cycle



REDUCTION

Reduced manual outbound call volume



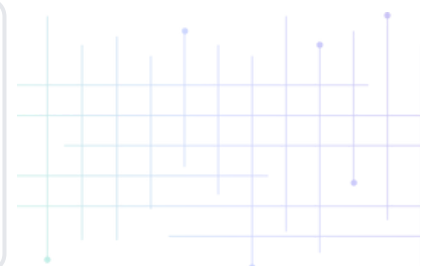
RESOLUTION

Fewer no-shows



SATISFACTION

Faster time-to-care





Get started now

Find out why the world's leading health systems trust SpinSci.

[Book a demo](#)