

Healthcare Case Overview

Client Specifications:

- Multiple clinics servicing locations with 10+ healthcare practitioners
- Inability to understand wait times by locations and service practitioners

Resolution:

- Installation of collector (CEP™) to collect data from all disparate sources
- Correlation to present real time wall board displaying expected wait time for each location
- Provided ethosAnalytics (eA) for easy to read dashboards and reports
- Real time & Historical reporting on practitioner and patient care time

Effects:

- Streamline efficiencies across all locations
- Stabilized variation in customer care experience
- Enhanced patient care experience

