

SCOR™ Customer Testimonial #1

By Kathy Coopersmith of the Turk's Head Surgery Center

“After a few instructional sessions for the Turk's Head staff, a few hours building the libraries and approximately one hour training sessions with each office, Turk's Head Surgery Center went live with SCOR in September, 2010. Since then, SCOR has been utilized as our scheduling program with every office with the exception of one. We have found significant benefits for the offices as well as the surgery center. Our utilization rate is approximately 95 %.

The offices seemed very pleased with the product and have reported the following benefits and features they find most useful:

- Quickness and ease to schedule and very “user friendly”.
- Saves time with less writing and less paperwork.
- Ability to view and print their physician schedules and to coordinate the schedules with their office schedules.
- Reduction in telephone calls and faxes. This is especially nice for offices that have the ability to attach the paperwork to the Hold Request.
- Secure online log of all pending requests and confirmations with the ability to print the tickets for these requests.
- Quick and secure log of communications with Turk's Head staff through Messaging with the ability to print for their records.

The benefits to Turk's Head Surgery Center are as follows:

- Interface with HST provides quick, efficient and safe way to enter cases. Since there is minimal manual entry of data, there is less chance of error. The problem of illegible and incomplete scheduling sheets is eliminated.
- Time saving feature for the Scheduler is tremendous. A case can be exported in a minute and is even faster when pre-existing records are found.
- Reduction of telephone calls and faxes, especially with those offices using the attachments. This too, allows the Scheduler to spend more hours of the work day devoted to other tasks, such as insurance verification.
- Secure way to receive cases and information. The problem of lost or misplaced paperwork is reduced.
- Communication with offices is increased.

Overall, from both the offices and surgery center perspectives, SCOR has allowed case scheduling to be done in an easy, quick, clean, safe and secure manner. It promotes a better service between Turk's Head Surgery Center and the offices and ultimately a better service to our patients.”

SCOR™ Customer Testimonial #2

By Kaycee Clary of the Yellow Stone Surgery Center

“Since our full implementation of SCOR in October 2010, Yellowstone has seen an increase in physician scheduler’s satisfaction. That reason alone was our sole motivator in choosing SCOR for our web scheduling as physician schedulers are what drives our case volume. The schedulers are adamant they use SCOR now that it is available, and most prefer it over the traditional phone call to schedule. They like seeing the updates on the welcome screen and the visibility of their physician’s schedule. Our open booking schedulers love the ability to review available times and book without making a phone call.

On the Center end, we have found that SCOR provides us a means of obtaining all registration information required at the time of scheduling. We are able to communicate better with our schedulers without feeling the pressure of multiple phone calls and holds. We have seen increases in scheduling, particularly in open booking, and ease of scheduling to our block schedules. We currently have 80% of our caseload scheduled through SCOR.

Overall, SCOR is one of the best tools we have in our center, and we would recommend anyone to use the system to improve their communications and processes with regards to scheduling.”

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