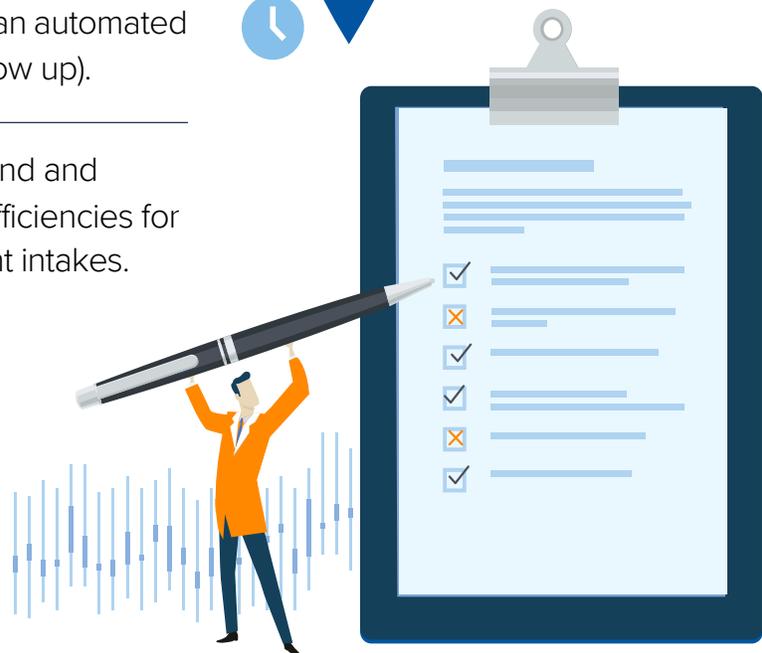


STAFF UTILIZATION BEST PRACTICES: A CHECKLIST FOR PROVIDERS

The healthcare industry faces a [staff utilization challenge](#). A shortage of qualified clinicians, coupled with [high no-show rates](#), presents costly problems for healthcare facilities. Moreover, staff utilization challenges affect the patient experience—those who do show up for their scheduled appointments wind up waiting for others who arrive late and miss their time slots, which frustrates patients.

Implementing best practices to maximize staff utilization avoids poor resource allocation and boosts the patient experience by providing a more effective appointment. This checklist explores staff utilization best practices to ensure your practice is staffed efficiently and that the patient experience is top notch.

- [Review clinicians' scheduling](#) to assess the effectiveness of your human resource allocation.
- [Schedule clinicians effectively](#). Make sure that there aren't gaps in clinicians' schedules—gaps equal lost revenue.
- Implement automated appointment reminders. Over a third of patients forget they have appointments, so an automated reminder prompts them to remember (and show up).
- Empower scheduling teams with robust inbound and outbound call capabilities to ensure greater efficiencies for backfilling no-shows, walk-ins, and new-patient intakes.



- Make sure that patients can easily reach your office when they call. Busy signals or connecting to the wrong extensions frustrate patients. A healthcare communications system that intelligently routes phone calls to care team members, receptionists, or patient access center agents increases the likelihood that patients will book appointments.
- Give patients flexibility. Creating a secure, online patient care navigator portal allows patients to ask clinicians questions over video chat.
- Offer patients options to connect with clinicians aside from scheduling appointments.



Want to check off all these boxes with a unified, integrated cloud healthcare communications platform that is designed to help you maximize staff utilization, improve patient satisfaction, and speed care team collaboration? RingCentral can help. Our HITRUST CSF Certified healthcare cloud communications platform does all this and much more.

See how cloud communications can transform your healthcare organization.

Request a demo today.

TO SCHEDULE A FREE DEMO, CALL US AT (877) 332-6759.