



Ascentist Healthcare Provides Vital Access for Pediatric Patients & Families through Text

Ascentist Healthcare significantly reduced the typical six-month waiting period for ear tube appointments to less than a week with OhMD.

Challenges

- Pediatric patient wait time was up to six months for an initial ear tubes consultation.
- Staff experienced difficulty determining who was eligible for ear tubes surgery.
- Intake, scheduling process consultation, and surgery were in need of streamlining.
- Wait times for consultation were extended and prioritization of patients who needed surgery was difficult.

Solutions

- OhMD's texting enabled parents with a simple way to navigate an otherwise cumbersome process while creating a more direct connection with their care team
- OhMD Autopilot - two-way text workflow automation - leveraged to automate the screening process and get patients scheduled faster

Results

- Approximately \$54,000* in added revenue from ear tube surgeries scheduled via the Autopilot workflow, plus additional revenue generated from other surgery needs uncovered during consultation (tonsils/adenoids removal, etc)
- A 56% increase month-over-month in scheduled surgeries via their customized ear tubes consultation request automation
- Over 65% increase month-over-month in consultation requests via their OhMD automated text workflow
- Dramatic reduction in surgery wait time for surgery – from six months to two weeks

* Based on data from the Care Calculator by Sidecar Health (<https://cost.sidecarhealth.com/ts/ear-tube-surgery-cost-by-state>)

