

Access = Quality: Lessons from the Front Door of Care

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“It was FOUR months between contacting and having the visit. My condition got worse in the interim.”

Patient Access

ac-cess:

*Connecting patients and consumers to the right clinician or service at the right time, **seamlessly** via the mode preferred by the patient.*



Patient Access to a Clinician

ac-cess:

*Having patients
appropriately
scheduled based on
diagnosis, urgency,
and complexity with
information to fully
evaluate.*



ACCESS Pearls of Wisdom



Patients rate their doctor before
they ever see them, opinions
begin with their first experience...
access

Access Matters

"Called for two days. Left messages with answering service. Finally called at 8am on third day and got someone to answer to schedule appointment."



"They called to schedule my mammogram, but they couldn't schedule me at the location I wanted. I had to call another number."



"3 month wait and had to reschedule appointment then another 3 month wait. But that's the nature of things these days."



Convenience is an Expectation

80% of patients are willing to switch doctors based on convenience factors alone.



80% say online scheduling influences their choice of doctor.



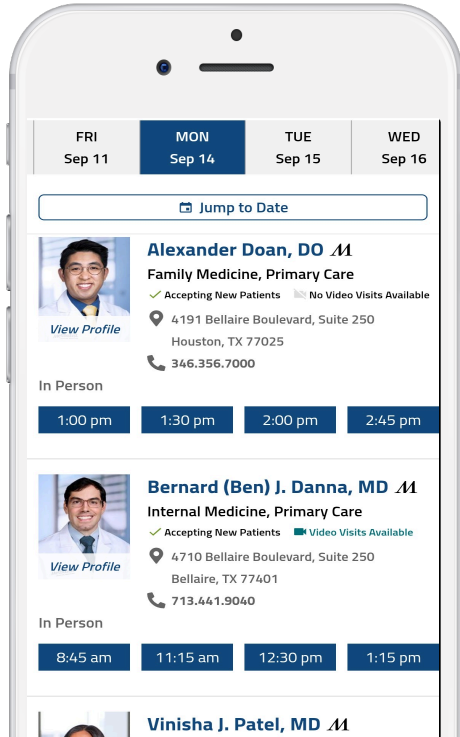
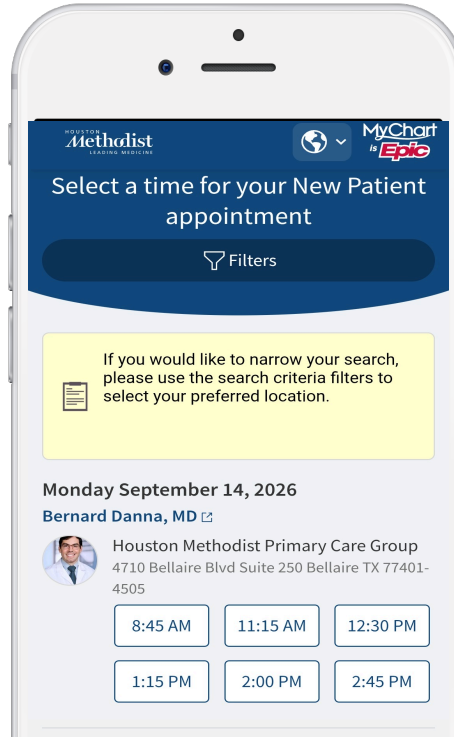
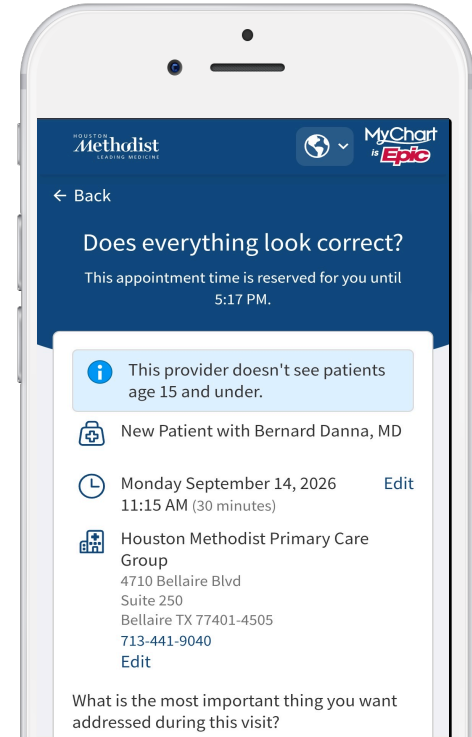
48% of consumers report avoiding or delaying care because appointments weren't available at a convenient time or soon enough



24% will look for another clinician if scheduling isn't as easy as making a restaurant reservation.



Meet Patients Where They Are



Ease of scheduling does not
equal convenience when
patients are scheduled
incorrectly

1,528,873

1,170,969

Guiding Patients to the Right Clinician

Find a Doctor

Search by Specialty, Condition, Procedure or Doctor

orthopedics

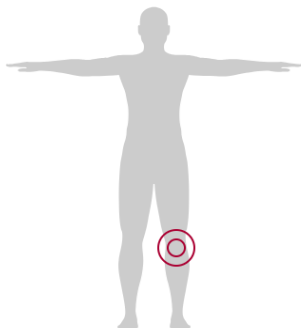
ZIP Code (Optional)

Search

Where are you feeling pain or discomfort?

Select one area from the list below to find clinicians with the appropriate expertise.

- ☐ Spine & Back
- ☐ Shoulder
- ☐ Arm & Elbow
- ☐ Hand & Wrist
- ☐ Hip
- ☒ Knee
- ☐ Calf & Achilles
- ☐ Foot & Ankle



To schedule your appointment, we need some more information



Raheel Ali, MD
Orthopedic Surgery

* Indicates a required field.

* Is your visit due to a motor vehicle accident or work related injury?

Yes

No

! This is required

* Have you had surgery on the affected area in the last 6 months?

Yes

No

* Were you instructed you need surgery or do you have a known fracture or tear?

Yes

No

The value of technology is not determined by what it can do, but by how well it is executed

Automated Mammography Outreach

Same Technology. Different Outcome.



First Launch



Revised Launch

Mammo Breast Screen Tomosynthesis Bilateral ✓ Accept ✗ Cancel

Status: Normal Standing **Future**

Expected Date: Today Tomorrow 1 Week 2 Weeks 1 Month 3 Months 6 Months ☐ Approx.

Expires: 2/4/2027 1 Month 2 Months 3 Months 4 Months 6 Months **1 Year**

Priority: Routine **Routine** STAT

Class: Ancillary Performed **Ancillary Performed** External

Reason for Exam: **!**

Oncology Indications for Exam ▼

Reason for Exam (Free Text): **!**

Is the patient pregnant? **Yes** No Unknown

Location: Baytown Breast Care Center Clear Lake Breast Care Center Cypress Breast Care Center Kirby Breast Care Center
Main Breast Care Center Sugar Land Breast Care Center The Woodlands Breast Care Center West Breast Care Center
Willowbrook Breast Care Center Conroe PO Imaging Pearland PO Imaging Tomball PO Imaging Towne Lake PO Imaging
Cinco Ranch PO Imaging External Location

Follow-up Diagnostic work-up if clinically indicated by screening exam
Yes No

Release to patient (Note: If manual release option is selected, result will auto release 5 days from finalization.)
Immediate Manual release Block release

FAX Tracking Number

Scheduling Instructions: [+ Add Scheduling Instructions](#)

Comments: [+ Add Comments](#)

Referral: [Additional Order Details](#)

Next Required ✓ Accept ✗ Cancel

Technology worked both times
Execution created a different outcome

AI Can Work... with Training

~10 Million Calls in 2026

Intelligent
Call Routing

Zoey

Digital Self-
Service

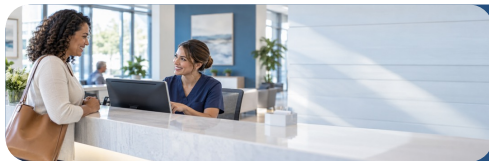
Automated
Scheduling

Virtual
Assistants



Removing Barriers Creates Access

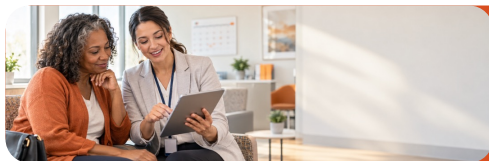
% CHANGE VS. 2025



88K

Earlier Appointments via FastPass

↑ 9%



Over 50%

New Specialty Care Patients Scheduled Within 10 Days

↑ 2%



1.5M

Appointments Scheduled Online

↑ 31%



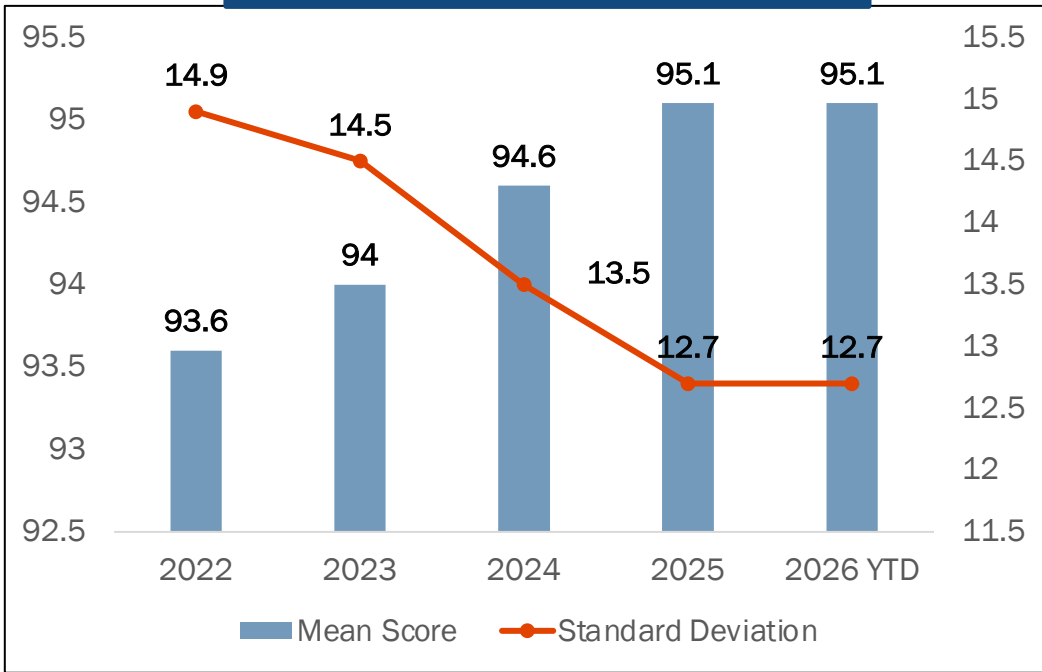
6 Days

MRI & CT Appointment Median Lead Time

↓ 20%

Patient Satisfaction Increasing

Voice of the Patient: Ease of Scheduling



Patient Comments

The staff asked if I wanted to be on a wait list and I was able to see Dr Tang much earlier than I would have been seen!.

-Sugar Land Cardiology

“Every time I call Houston Methodist for scheduling appointments it is always a great encounter. Keep it up!”

-Cypress OBGYN

“I had to change the time of the appointment for the same day. To my surprise I was able to accomplish that with the AI on your phone number.”

-DOM Hepatology

Access Equals



EXPERIENCE



QUALITY



SAFETY

“Access is not an administrative prelude to care. It is the first—and most fragile—link in the chain of patient safety.”

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