

Case study

Texas Health Center

Adds ultrasound, increases patient show rate



Facility Type: FQHC



Geography: Urban

Problem

At a Federally Qualified Health Center (FQHC) in Texas, pregnant patients often waited 3-4 weeks for an ultrasound appointment. Even after waiting all that time, patient show rates were only in the 70th percentile because the appointment was at a third-party imaging center. Patients struggled to make the longer drive, hated paying for parking, and were uncomfortable at an unfamiliar facility. Third-party imaging wasn't working for this FQHC either. Appointments were difficult to schedule, reports were difficult to track down, and their staffers spent too much time playing the middleman.



Solution

TeleScan was introduced to the Chief Medical Officer who immediately saw the potential, championed the solution with their board members, and secured an innovation grant to fund TeleScan's first full year. An in-house patient survey during pilot confirmed TeleScan services were the right choice:

Every single patient reported they would be more likely to show to an appointment if ultrasound services were offered in-house.



+



Increased encounters

Providers logged 63 additional encounters within three months

+



Maximized scheduling

Time to next appointment decreased to one week

+



Increased satisfaction

Patients are happier with quicker results and treatment

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Results

Many patients were true to their word, and the show rate increased to 86% following TeleScan's implementation. Time until the next available appointment shrunk to just one week, and providers began to see more patients, logging 63 additional encounters within three months.

One OB provider said, "Offering in-house ultrasounds through TeleScan has been a game-changer for our patients."

The image quality is fantastic, and we can review results with our patients on the same day.

That prevents a lot of frustration and anxiety for them and enables quicker treatment and care from us."