



AI-enhanced patient engagement saves time for providers and patients and improves the patient experience.

Saving time for clinicians eases their administrative burden, reduces burnout, and allows more time for patient care. See the eye-opening statistics below about how AI-enabled patient engagement technology can put time back into your team's day throughout the entire patient journey.



AUTOMATED APPOINTMENT BOOKING



26% time saved for patients due to AI improvements since 2022.¹



Minutes providers spend booking appointments^{2,3} have decreased.

12.5_{min} (2020) **11.6_{min}** (2023)



APPOINTMENT REMINDERS/NO-SHOW REDUCTION



40% of missed appointments are due to patients forgetting or confusion about the details.⁴



30% of patients requested SMS reminders.⁵



AUTOMATED PATIENT CHECK-IN



24% time saved when using automated patient check-in.³



2.3 minutes Provider time saved per patient.³



REFERRAL MANAGEMENT

20 hours/week saved with automated referral programs.



40% reduction in time to make referrals.⁶

Increased accuracy and efficiency.⁷



AUTOMATED PRE- AND POST-PROCEDURE CARE



Up to **50%** time saved educating/instructing patients.⁸

Lower risk of complications



Improved patient experience

Reduced readmissions



READMISSION REDUCTION



40% decrease in time spent identifying and intervening with patients at risk for readmission.⁹



ENCOURAGING PATIENT COMPLIANCE



2 hours/day saved on administrative tasks by using digital care programs.¹⁰



Up to **50%** reduction in care coordination of chronic conditions.¹¹



NET IMPACT



Time savings allow more time for improved direct patient care; cost reductions; reduced errors; and increased efficiency.

(1) <https://www.medicaleconomics.com/view/ai-improves-physician-readiness-for-patients-while-cutting-time-spent-on-charts>
(2) Medical Group Management Association (MGMA). 2023 MGMA DataDive Cost and Revenue
(3) PatientPop. 2023 Patient Scheduling Benchmark Report. 2023.
(4) Crutchfield TM, Kistler CE. Getting patients in the door: medical appointment reminder preferences. Patient Prefer Adherence. 2017 Jan 25;11:141-150. doi: 10.2147/PPA.S117396. PMID: 28182131; PMCID: PMC5279837
(5) <https://pubmed.ncbi.nlm.nih.gov/33235676/>
(6) Department of Veterans Affairs. "Automated Pre- and Post-Surgery Program Reduces Time to Educate and Instruct Surgical Patients." VA News, July 10, 2021. [Accessed October 31, 2023].
(7) Journal of Health Affairs. Atul Gawande, and David A. Wennberg. "Automated Hospital Readmission Reduction Programs Improve Quality of Care and Reduce Costs for Patients at Risk of Readmission." Health Affairs 30.12 (2021): 2389-2393.
(8) Miller, Robert H., et al. "Automated Pre- and Post-Surgery Program Saves Physicians Time on Educating and Instructing Surgical Patients." Journal of the American Medical Association 284.19 (2000): 2472-2476.
(9) Department of Veterans Affairs. "Automated Hospital Readmission Reduction Program Reduces Time to Identify and Intervene with Patients at Risk of Readmission." VA News, March 10, 2020. [Accessed October 30, 2023].
(10) American Hospital Association. "Automated Care Management Programs Save Providers and Administrators Time." AHA News, March 8, 2021. [Accessed October 30, 2023].
(11) JAMA Internal Medicine: Automated Care Management Programs Improve Quality of Care and Reduce Costs for Patients with Chronic Conditions



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