



Alexandria Clinic Case Report

Alexandria Clinic, MN: Dr. Michael Bristow

Challenge: Upgrading the call scheduling system for a 60+ year old family practice clinic and its providers from an offline scheduling software to a dynamic web-based scheduling software with superior customer support.

Dr. Bristow is thrilled with how scheduling software has evolved. He has been through many call scheduling systems—from paper, to an offline software system, and now to Call Scheduler. Previous to implementing Call Scheduler, Alexandria Clinic was using EPSCHED, which was originally created for scheduling ER but is a software that many clinics have tried to modify for their own use. Dr. Bristow said the system was cumbersome, he rarely had all requests available when he needed them, and changes still needed to be printed off and handed to staff. He knew he was ready for a new system and went online to begin his search.

“Call Scheduler customer support has been so responsive and I appreciate that they're always willing to take time on MY schedule”

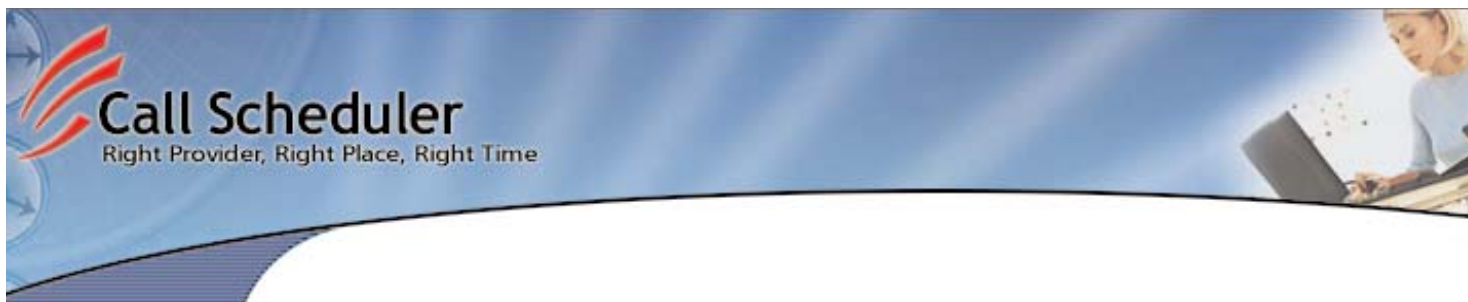
When looking for a call scheduling software, Dr. Bristow knew exactly what he wanted. His primary concern, of course, was functionality and ensuring the software gave all providers anytime access to requesting call and checking for updated schedules. Secondly he wanted to make sure the company they chose would provide ongoing support. In addition, Dr. Bristow was aware of competitive pricing and wanted to be confident that the software company had a physical headquarters with "real" people working in their office.

In his online search he came across several software systems that met the clinic's basic functionality needs, but only Call Scheduler provided the level of customer support they needed. Dr. Bristow says, *"After researching and interviewing several companies, I was confident that Call Scheduler would provide the best level of service. And they have definitely met those expectations! Call Scheduler staff is responsive to our needs and easy to reach whenever we need assistance. I appreciate that they are open to change on behalf of their customer."*

“Provider Rules are key! They allow us to schedule around our providers' lives instead of our providers needing to scheduler their lives around our call schedule.”

The transition went very smoothly for Alexandria Clinic and the providers learned how to login and use the software very quickly. Dr. Bristow says, *"We knew it was a success because we have never once had to refer to the old system since Call Scheduler was implemented."*

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Our providers and staff love that they have anytime access to requests and updates ." Where scheduling call used to take Dr. Bristow and his staff up to a half day a month, they now spend less time and much less stress worrying about call.

When asked what he'd tell other clinics about Call Scheduler, Dr. Bristow says, "*Call Scheduler will ensure you're all on the same page. This is different than running call on paper or an offline software-the information is there when and where you need it.*"

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