



## Cardiac Specialists, CT Case Report

### *Cardiac Specialists, CT: Dr. Robert Fishman, Practice Partner*

**▲ Challenge:** Managing provider requests for peers and call schedule for a growing specialty practice.

**Dr. Robert Fishman took over the call scheduling for Cardiac Specialists a few years ago and quickly realized that while call seemed it should be a relatively simple task, the process they were using made it cumbersome and frustrating for all involved.** Because of their highly specialized needs for call, Cardiac Specialists has a policy of having a physician oversee requests and call scheduling. Dr. Fishman feels it's important for him to oversee the process, but wanted to neutralize the particular problem of tracking provider requests. They lacked a process and protocol for provider requests and so Dr. Fishman and the practice manager would receive requests verbally in passing, via notes on their desks, and sometimes over email. They would do their best to keep track of all requests and then give a "final warning" to the physicians before finalizing the schedule and hope they captured all requests.

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**Dr. Fishman's primary need was to have a central location and a trail for all provider requests so that there was no doubt or question about when provider requests were made and when they were approved or denied.** The practice manager looked into solutions online and found that Call Scheduler would be the best fit for their needs. Dr. Fishman admits, *"When we implemented Call Scheduler it was a bit of a 'Who moved my cheese?' moment for the physicians because they weren't used to having a process for requests; but once they got used to it, even the naysayers were admitting how much easier and faster it is."* Dr. Fishman says that they used to have conversations and complaints around call almost weekly and now they rarely have to talk about the schedule.

*"Complaints about Call have dropped dramatically since using Call Scheduler. They can login and view information instead of calling me with questions, which I really appreciate!"*

**Using the Call Scheduler Microsite, doctors and staff can access the schedule from anywhere and view the status of their requests.** Given that Cardiac Specialists has grown to over 5 offices and is currently serving 3 major hospitals, the Microsite has become a key benefit to using Call Scheduler.

Dr. Fishman appreciates that Call Scheduler has provided a process and solution around provider requests and that it's taken some pressure off of their practice administrator. *"Call Scheduler has allowed us to put the responsibility back on the doctors to manage their requests and follow the correct channels. It has really improved overall communication in our practice."*