



Banner | Aetna

# Online Appointment Scheduling

Attract New Patients. Maintain Control Over Your Schedule.

Health care consumers want fast, convenient access to care and are increasingly going online to schedule their appointments. It's projected that 64% of patients will use digital tools to book their appointments by the end of 2019<sup>1</sup>. Your practice may not have the resources to implement an online scheduling solution to address this. Banner | Aetna is working with DocASAP, a leading patient access and engagement platform, to offer online appointment scheduling that is a minimal cost and time investment for Banner | Aetna providers.

DocASAP's intelligent online appointment scheduling solution gives practices an additional access channel to potentially increase patient acquisition while decreasing staff time spent on booking appointments. DocASAP can also navigate patients to alternate providers within the practice when their preferred provider isn't available. Providers will maintain full control over their schedule. Practices will also be supporting Banner | Aetna's efforts in providing members access to care and scheduling coordination.

DocASAP's intelligent patient navigation and accurate online scheduling helps match patients with the right provider and care setting at the right time. The solution is designed to seamlessly interface with practice management systems, giving patients a real-time view of a provider's available schedule. DocASAP can replicate front office rules, workflows and protocols.

**48%**

of all online bookings are by new patients<sup>2</sup>

**59%**

of all online bookings are after normal business hours<sup>3</sup>

<sup>1</sup>Patel, D., & Brombach, M. (2016). Patient Engagement: Digital self-scheduling set to explode in healthcare over the next five years [PDF]. Accenture.

<sup>2</sup>DocASAP Client Data, January 1, 2018 - December 31, 2018

<sup>3</sup>DocASAP Client Data, January 1, 2018 - December 31, 2018



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