



# Aura Care Connect

## Aura Care Connect drives PRC online appointment adoption



### The Dilemma

The availability of online booking across many areas of consumers' lives has not only taught them how easy it is to secure bookings online but left them wondering why they can't book their radiology appointments online.

**The complexity of radiology including modalities, machine types, referral and triage requirements, the pre-requisites for each type of service, not to mention the need for information on preparation dependent on the procedure taking place, all combine to complicate the booking process.**

The possibilities appear endless and for booking agents it can be confusing, let alone for patients.

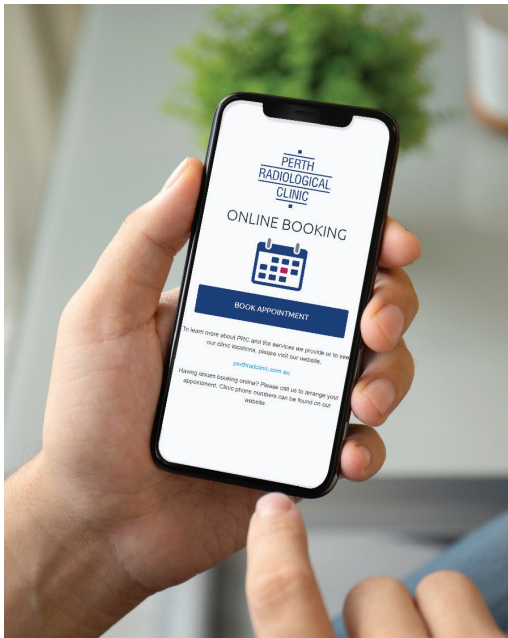
For Perth Radiological Clinic (PRC) it was the complexities of booking plus patient frustration around booking wait times, and difficulties in scaling call centre staff to meet peak demands that led them to look for a flexible online appointment solution.

PRC CIO, Jeremy Edwards, recognised that many of the clinic bookings made over the phone were for low complexity standard services which could easily be booked online at the patient's convenience.

## The Solution

For Edwards, Comrad's cloud-based Aura Care Connect platform offered a well designed patient experience extending the functionality their Comrad Radiology Information System (RIS), ensuring PRC's adoption of patient online scheduling would be closely aligned with their existing business workflows.

Launched in April 2021, Aura Care Connect is an intuitive patient experience platform. The platform is fully configurable to suit the practice requirements including offering immediate appointments or callback's dependent on the patient request. The system allows for upload of referrals and key documentation and once appointments have been scheduled can provide patients with reminders of their appointment via SMS. Practices can tailor information for patients concerning preparations required prior to their appointment via the easy-to-use online platform.



"Aura Care Connect allows our patients to book exam appointments via our website."

**Jeremy Edwards,  
PRC**

Aura Care Connect integrates directly to the practice RIS which contains the configuration and conditions for examinations, ensuring that when patients book online, they are presented with appropriate options that match their booking requirements.

## The Results & Benefits

Since going live with the solution, the site has seen close to a 120,000 unique visitors and patients have scheduled over 30,000 bookings at their clinics.

**"Online appointments functionality has been well received by patients. We have seen bookings for all available modalities and sites. Our intital targets for online bookings are on track to be achieved."** said Edwards.

86% of the online bookings have been made during the business operating hours of 8am-6pm, while the remaining volumes have allowed patients the convenience to engage with PRC at times that suited them.

Edwards said "we have improved our wait times and patient satisfaction with our booking offering. We believe that we are now seeing an emerging patient preference to our online for self-service booking."

Not all radiology examinations are appropriate for online booking by patients. Through the RIS configuration, radiology providers can choose which examinations are made available for online scheduling. For those that are not appropriate, the Aura Care

Over  
**30,000**  
appointments  
made.

**86%** of online  
bookings  
were made  
in peak  
times.

Increased  
online  
appointments  
= reduced peak  
call centre wait  
times.

Increased  
patient  
satisfaction

Care Connect  
allows patients  
to engage with  
us at times that  
suite them.

Connect product allows patients to enter their details, upload their referral and request a callback from the provider.

**“As patients have uploaded their referral, we are better equipped to triage patient requirements and offer appropriate appointments ultimately reducing call times for these bookings,” said Edwards.**

Effective triage through patient uploaded information.

PRC have so far made available X-Ray, CT, Ultrasound and MRI exam types for online scheduling and the results have been impressive. “We have seen steady growth across the channel for each modality” Edwards commented. “As we add services to the solution there appears to be consistent take-up from patients.

## The Future

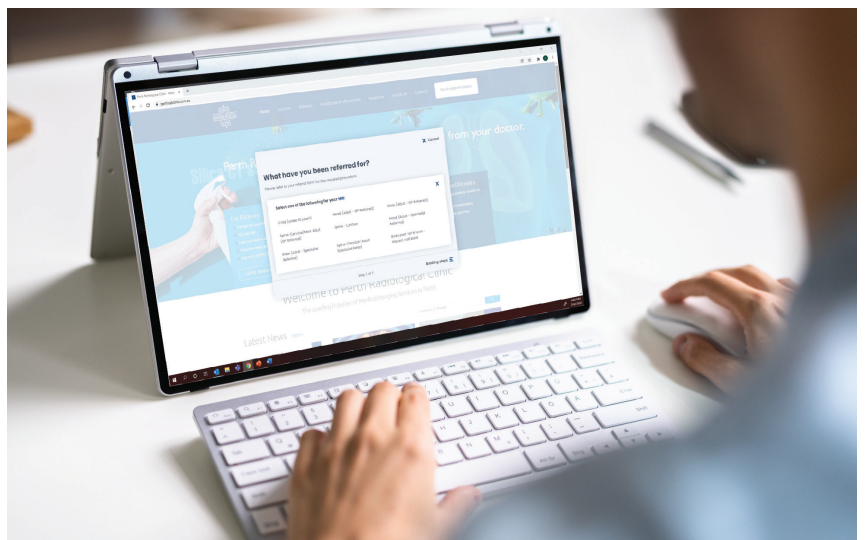
Edwards is pleased with the performance of the system to date and is in the process of reviewing additional services that can be offered via the platform, reducing the complexity of booking procedures and fine-tuning processes. “There is scope to enhance the product to support bookings for more complex MRI and Ultrasound examinations which can have differing requirements based on funding, location, equipment capabilities and staff skills”, said Edwards.

Comrad is working with PRC and other clients to extend support for more complex scheduling scenarios and local business rules in the Aura Care Connect product.

Beyond online scheduling, PRC are looking to improve their patient arrival processes, reducing in-clinic administration for reception staff and patients.

**“Our plan is to use the existing functionality in Aura Care Connect to automate the sending and completion of pre-arrival consent forms for patients, reducing manual handling and patient wait times in our clinics”, Edwards advised.**

The future looks bright for Aura Care Connect, and PRC see great potential in working with Comrad to extend the offering. “Any radiology services provider should be considering providing online scheduling services to meet patient demand. As a foundation customer of Aura Care We see the future solution could allow for patients to change/cancel their appointments, allow for integration with e-Referrals to pre-fill patient information and personalisation of the offering via a patient portal including access to their images and reports”.



To find out more about Aura Care Connect visit:  
[www.comrad.co.nz](http://www.comrad.co.nz)