

DrDoctor Patient-Led Booking

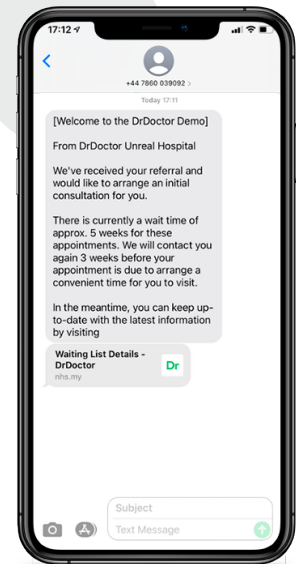
DrDoctor Patient-Led Booking (PLB) allows hospitals to effectively **manage waiting lists** by automatically inviting suitable patients to **book their own appointments digitally** when slots become available.

PLB continuously identifies free appointment slots in each clinic, offering them to patient cohorts and enabling patients to self book to an appointment time that suits them.

Use PLB to **reduce call volumes** from patients, increase clinic utilisation and **save time** and administrative hassle for your booking teams.

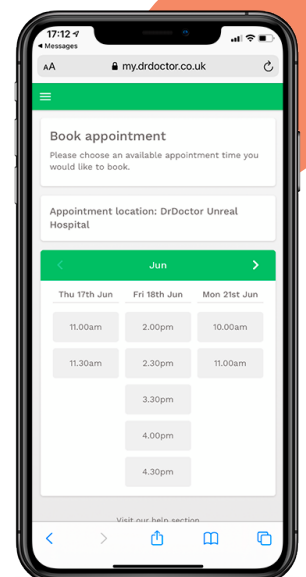
Why it works.

- Send a welcome message (by SMS or email) to inform and reassure patients that they are on a waiting list, and will be invited to book their appointment in due course.
- Immediately reduce call volumes from patients wanting to understand where they are in the system.
- Patients select a slot securely either via the DrDoctor Patient Portal or by SMS text message.
- Giving patients choice and control drastically reduces rescheduling and DNAs.
- PLB configuration is completely customisable for each clinic, waiting list, booking horizon and target booking date.

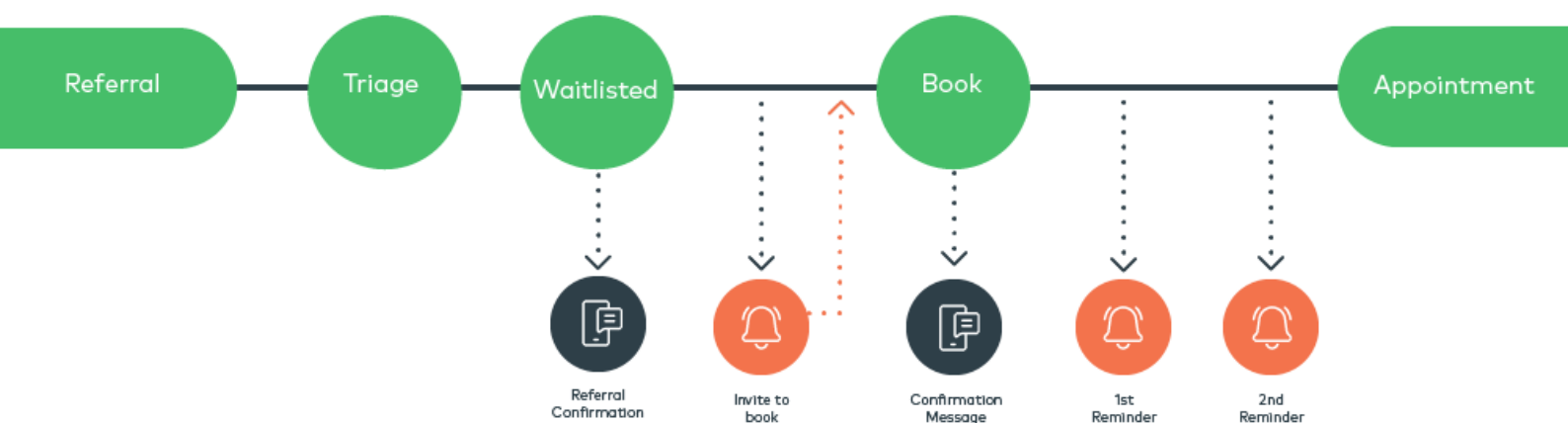


How it works.

- Send waiting list and slot data straight from your PAS system into DrDoctor via our expert two-way integration.
- Automate an onerous administrative process, taking charge of new referrals as well as existing waiting lists.
- One-way integration available depending on the needs and resources of your PAS system and booking team.
- Full integration in as little as 8 weeks with specialist support from our dedicated Transformation Team.



Remote Monitoring Process



40%
reduction in
outbound calls
from Booking team



25%
reduction in
patient DNAs

The future of the NHS is a digital first healthcare system, enabled by the DrDoctor Patient Engagement Platform.

Get in touch to learn more.

hello@drdoctor.co.uk
[@WeAreDrDoctor](https://www.instagram.com/wearedrdoctor)
[drdoctor.co.uk](https://www.drdoctor.co.uk)