Streamline scheduling and improve utilization with Web-based Patient Scheduling Software

For Hospitals, Clinics, Diagnostic Centers and Physician Practices

TimeTrade Systems helps healthcare providers automate patient appointment scheduling across departments and locations. We enable organizations to:

- Integrate multiple scheduling methods into a centralized, real-time system.
- Standardize inconsistent scheduling processes and implement best practices.
- Reduce delays, errors, and administrative overhead in the scheduling process.
- Provide management with real-time reporting for auditing and tracking.
- Access clinician, room, and equipment schedules from any Web-connected PC.
- Enable online self-service scheduling for referring organizations and even patients.

TimeTrade streamlines the scheduling process, lowering administrative costs and increasing utilization of staff, rooms, and equipment. We leverage Web technology to provide all parties involved in the scheduling process with immediate, secure access to a central inventory of time availability. Web-based scheduling eliminates the “handoffs” in the process that cause unnecessary communication, errors, and unused appointment time-slots.

Rules-based, Real-time Solution

Most scheduling systems simply check the free/busy status of resources. TimeTrade is “Activity-based.” For a particular activity, such as Infant Wellness Visit, TimeTrade evaluates the availability of the underlying resources (clinicians, rooms, equipment) associated with that activity, and applies appropriate constraints based on your unique business rules. This enables scheduling coordinators to complete appointment transactions more quickly, without needing to know which clinician or room is required. TimeTrade is especially adept at handling complex scheduling situations that involve a rich set of activities, multiple locations, and a wide array of resource interdependencies.

TimeTrade integrates easily with today’s systems and business environment. Our open architecture allows for integration with patient registration and workforce management systems through current standards such as Web Services and HL7.

Customizable “COTS” Solution

TimeTrade is a commercial off-the-shelf (COTS) product that is highly configurable through database settings. We typically meet 80% of customer requirements “out of the box” through standard configuration settings, and 20% through custom programming. As compared to a custom solution, COTS software is faster and less expensive to implement, and easier to modify and maintain going forward.

We’re Scheduling Experts with Broad Healthcare Experience

TimeTrade was founded in 2000 and has focused exclusively on transforming appointment scheduling using Web technology. Our depth of scheduling functionality and breadth of healthcare experience is unsurpassed. Our customers give us high marks for implementation services, training, and technical support.
TimeTrade Handles Rules-based Scheduling with Power and Ease

**Centralized Appointment Scheduling**
As a Web-based system, TimeTrade lets you consolidate scheduling across all your departments and locations into a central appointment desk or call center. Scheduling staff accesses the system from any standard browser. Departments can access the system to check in patients, run reports, and enter follow-up appointments.

**Easily Handle All Sorts of Resources**
To optimize utilization, clinicians can be “pooled” and allocated to appointments based on rules such as location or language. Rooms are allocated based on optimal size or equipment configuration. If need be, schedulers can drill down within the pool to select a particular clinician or room. Resources can be defined with dependent relationships, such as an activity in which a certified technician and a room with the appropriate equipment must both be available to confirm an appointment. Schedulers can also be allowed to override capacity constraints.

**Intuitive Yet Powerful User Interface**
Our user interface lets scheduling coordinators and receptionists complete appointment calls quickly and error-free. For a patient request, the scheduler selects a Department (Radiology), Activity (Ultrasound), clinician (Dr. Smith), and clicks “Show Availability.” TimeTrade’s rules-based engine then evaluates the underlying resources and duration of the activity and quickly exposes all starting times when the appointment can be completed. Availability can be viewed in a number of ways, such as First Available, This Week, This Month, n-Weeks Out, etc.

**Highly Configurable and Flexible**
To enable rapid deployment without sacrificing flexibility, TimeTrade provides a high level of database-driven configurability through dynamic system admin screens. These screens are logically organized to enable quick changes to the application without costly programming. And since all TimeTrade customers share a common code base, future software enhancements benefit everyone. Custom solutions are less flexible and more costly to maintain.

**Simplifies Resource Management**
TimeTrade helps you manage staff schedules as well as room and equipment availability with far less need for back-and-forth communication and handoffs. Staff members can go online to input their time availability, book time off, and access their daily schedules. With accurate, updated schedules in the system, the rules engine does the work, not your scheduling staff.

**Makes Auditing and Tracking Easier**
Paper-based scheduling systems provide no visibility to anyone beyond the front desk. Legacy computer systems are inaccessible on a real-time basis – by the time reports reach managers, the information is dated. A Web-based system gives managers easy access to fully-updated information for auditing and tracking. TimeTrade’s built-in report generator provides access to a collection of standard and customizable reports, allowing managers to analyze data, make forecasts, manage resources, and take corrective action. Reports can be configured for automatic generation and delivery via email.

**Patients Love Self-service Scheduling**
As an option, TimeTrade can be configured for patient self-service scheduling, either online from a website or through an automated voice response system. Patients appreciate the convenience of scheduling 24/7, and you’ll save significant time and money by eliminating thousands of routine phone calls now handled by live operators. You can choose to expose only certain activities for self-service scheduling, such as routine physical exams or blood tests.

FOR MORE INFORMATION CALL US TOLL FREE 877-884-9224
Front Desk Appointment Management
As shown at right, TimeTrade’s user-friendly “Manage Appointments” screen gives the front desk powerful tools for tracking and managing appointments. Workflow steps such as patient check-in and check-out can be configured and time-stamped. Intermediate steps can also be added, such as Forms Completed. Follow-up appointments can be confirmed right at the front desk before the patient leaves.

Standardized Scheduling Rules
TimeTrade’s customers typically realize a significant increase in appointment volume by implementing an automated, centralized scheduling system. Manual, paper-based methods cannot allocate resources in an optimal way. Decentralized systems, where department staff determine scheduling rules, do not apply “best practices,” and are incapable of viewing resource availability outside the department. The result is lost appointment time and inefficient use of resources. TimeTrade allows management to implement best practices and enforce consistent scheduling rules network-wide.

Calendar Connect
Free/busy time can be updated on personal and corporate calendars including Outlook, iCal, Exchange, Office 365, and Google Calendar. Any appointments scheduled through TimeTrade instantly flow into calendars of team members and the possibility of double-booking appointments is eliminated. TimeTrade’s calendar connections provide a simple means to access team members’ schedules without exposing the details of their calendars to the public. TimeTrade sees a booked meeting as “Busy” and will not offer that time for future appointments.

HIPAA and PHIPA Compliance
TimeTrade is designed with privacy and security of personal healthcare information in mind. User groups, such as patients, scheduling coordinators, receptionists, clinicians, and administrators, can be defined and assigned rights at a highly granular level.

Expert Professional Services Ease Installation and Startup
Our Client Services team is committed to your project’s success. Over the course of many successful implementations, we’ve learned to manage both the technical issues and the change management challenges that come with transforming such a critical process as patient scheduling.

Best Practices Training and Advice
TimeTrade has deep domain expertise, and understands the issues and trade-offs of integrating with other enterprise software. To ensure your long-term success with TimeTrade, we have developed a project management approach based on best practices that draws on our experience with many enterprise implementations in the public and private sectors.

Support for All Aspects of Implementation
TimeTrade works very closely with its customers through every phase of the implementation program, including: Project planning and application design, Application configuration, Custom programming, Pilot program management, Integration with existing systems, Integration with Web applications, Software installation, Training and content development.

Discovery Workshops Offer Expert Planning
Many of our customers tap into our expertise very early in the process, even before they have defined their specific requirements. TimeTrade engages these organizations in a Discovery Workshop to help them design the project, develop a business case and ROI objective, and put together a formal Request for Proposal. If you’d like to explore this option, just ask.
Customer Service and Efficiency Improve with TimeTrade Appointment Systems

Key Business Drivers
TimeTrade lets you focus on providing your core service. Managers have told us these are the top benefits they enjoy:

- **Higher revenues and better customer service:** Consumers love the convenience and immediacy of self-service scheduling, and respond with increased patronage and loyalty. Many organizations report increased yields and higher revenues by as much as 20 to 40%.

- **Better management visibility and control:** Supervisors and managers get instant real-time visibility into the scheduling process, fostering accountability and better decision making.

- **More effective marketing:** Marketing programs and collateral can feature a “call to action” that invites your customers to schedule an appointment.

- **Lower costs:** through better resource utilization and reduction of administrative overhead.

- **Fewer no-shows:** Automatic email confirmations and reminders reduce lost revenue due to no-shows and cancellations.

- **Fewer errors:** Standards and business rules can be built right into the process. The system will enforce your rules, reducing the chance for errors inherent in manual systems.

TimeTrade delivers customized scheduling solutions to organizations across a broad range of industries and requirements. All our solutions are delivered on a single, highly-configurable scheduling platform. By leveraging this proven platform, we can deliver custom solutions for you quickly, economically, and with support for easy change management as your needs evolve.

Get more for your money and have happier customers
TimeTrade delivers dramatic payback and return on investment by improving utilization of your workforce and your equipment, reducing administrative costs, and accelerating key scheduling processes. At the same time your clients are happier because they have more control, more convenience, and less waiting time. What could be better? Payback is especially dramatic for organizations that collect revenue for services scheduled through our system. Customers love the convenience of self-service scheduling, and respond with increased patronage and loyalty. Many organizations that have implemented our software report increased yields and higher service revenue by as much as 20-40%! And our automatic email confirmations and reminders reduce no-shows and cancellations.

Our flexible system design lets you fit our power to your style and needs
No matter how you define your business processes, and whether you need to enable appointment scheduling for a single department or your entire enterprise, TimeTrade can tailor a solution that meets your needs. Transform an existing scheduling process, introduce a new one, or overlay scheduling onto a walk-in process.

Deploy our software for internal use by your staff and affiliates, or open it up for self-service scheduling by your customers. Either way, TimeTrade gives you better visibility and control over your operations through a centrally-managed scheduling system. Customer self-service scheduling can be provided through your choice of channels, including the Web, Interactive Voice Response (IVR) and call center.

Rules-based resource control allows smart, reliable scheduling
Based on your organization’s unique business rules, TimeTrade software checks the status of all required resources (including people, facilities and equipment) and applies appropriate constraints. There are never any conflicts or accidental double bookings because TimeTrade is a real-time scheduling application. The moment resource capacity is committed, the system removes it from inventory. Also, real-time reporting means management constantly has full visibility into how well things are running — up to the minute.

Find out more. TimeTrade users tell us they’ve found dozens of real-world benefits from using our system. To learn more about how you can improve your bottom line and client satisfaction, contact TimeTrade today.