

Utilizing Patient Portal to Allow Self-scheduling of Screening Mammograms to Maximize Utilization of Available Capacity and Enhance Patient Experience

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Disclosures

Authors have no actual or potential conflict of interest in relation to this program/presentation.

Purpose

Utilizing our Epic Patient Portal to allow patients to self-schedule screening mammogram appointments, in order to provide a more efficient process.

By using the patient portal, patients avoid phone calls to our busy call center and have increased visibility for appointment availability, resulting in increased patient satisfaction and a reduction of unfilled appointment slots on our breast imaging schedule.

Methods

Working with our IT analysts, appointment templates were created and made available to patients in our Epic Patient Portal, MyChart. Appointments can be made via a “ticket scheduling” process where the patient receives a notification that an order has been placed for a screening mammogram and they are directed to schedule directly in the MyChart portal. Patients are also able to “direct schedule” annual screening mammograms based on due date, without the need for a physician order.

Screenshot of the MyChart "Schedule an Appointment" interface. The interface shows a header with "Schedule an Appointment" and a "START OVER" button. Below the header are four tabs: "Reason for visit" (selected), "Locations", "Time", and "Appointment summary". The main content area is titled "What kind of appointment are you scheduling?" and contains four options: "Flu vaccination", "COVID-19 Vaccination", "Screening Mammogram" (highlighted with a blue border), and "Other".

Schedule an Appointment START OVER

Reason for visit Locations Time Appointment summary

What kind of appointment are you scheduling?

- Flu vaccination**
Make your appointment today at one of our three drive-up locations (FLU only).
- COVID-19 Vaccination**
Vaccination appointment with Pfizer or Moderna based on availability and CDC guidelines.
- Screening Mammogram**
- Other**
Request an appointment for a type of visit not listed here

Methods

Patients are presented with all available appointment times, for any applicable locations, to schedule at their convenience. Logic has been built into the process to validate authorization status and ensure that appointments are appropriate for locations provided.

Schedule an Appointment START OVER

✓ Reason for visit [Edit](#)
Screening
Mammogram Locations Time Appointment summary

Which locations work for you?

Any location Schedule at any available location.	Irvine - Gottschalk Plaza	Newport 1640 Newport Blvd Ste 200 Costa Mesa CA 92627-3786
Orange - PAV1 101 The City Drive Orange CA 92868-3201	Yorba Linda 18637 Yorba Linda Blvd YORBA LINDA CA 92886-4136	

Methods

What time works for you?

Start search on
05/02/2021 

Times
All available times

[Filter times](#)

Monday
AM PM

Tuesday
AM PM

Wednesday
AM PM

Thursday
AM PM

Friday
AM PM

Monday May 3, 2021

8:15 AM	9:15 AM	11:45 AM	12:15 PM	12:45 PM
1:45 PM				

Tuesday May 4, 2021

8:15 AM	8:45 AM	9:15 AM	9:45 AM	11:45 AM
12:15 PM	3:15 PM	3:45 PM	4:15 PM	

Wednesday May 5, 2021

8:15 AM	11:30 AM	11:45 AM	12:15 PM	2:15 PM
2:45 PM	3:15 PM	3:45 PM	4:15 PM	

Thursday May 6, 2021

8:15 AM	9:45 AM	10:45 AM	11:15 AM	11:45 AM
12:15 PM	12:45 PM	1:45 PM	2:15 PM	2:45 PM

Methods

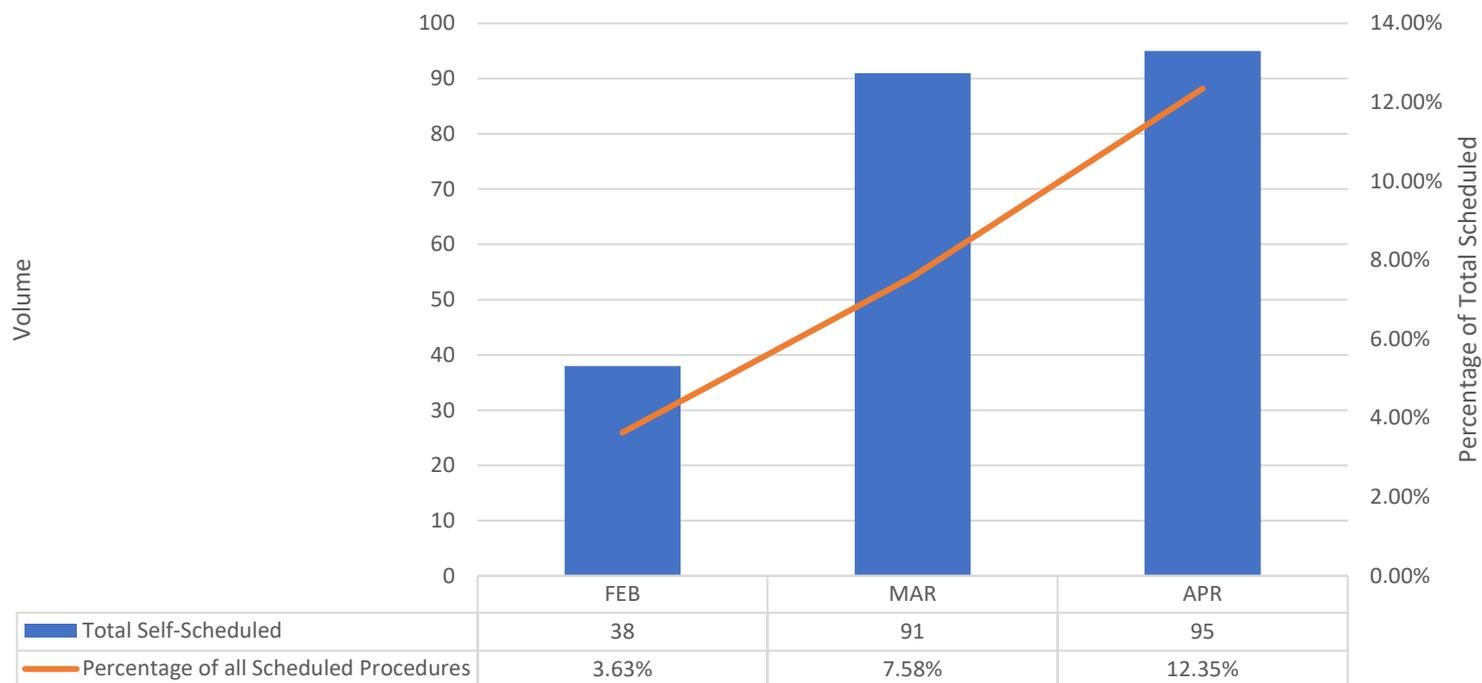


Conclusions

A carefully constructed patient self-scheduling system can increase patient satisfaction and help to ensure full schedules, with corresponding volume increases.

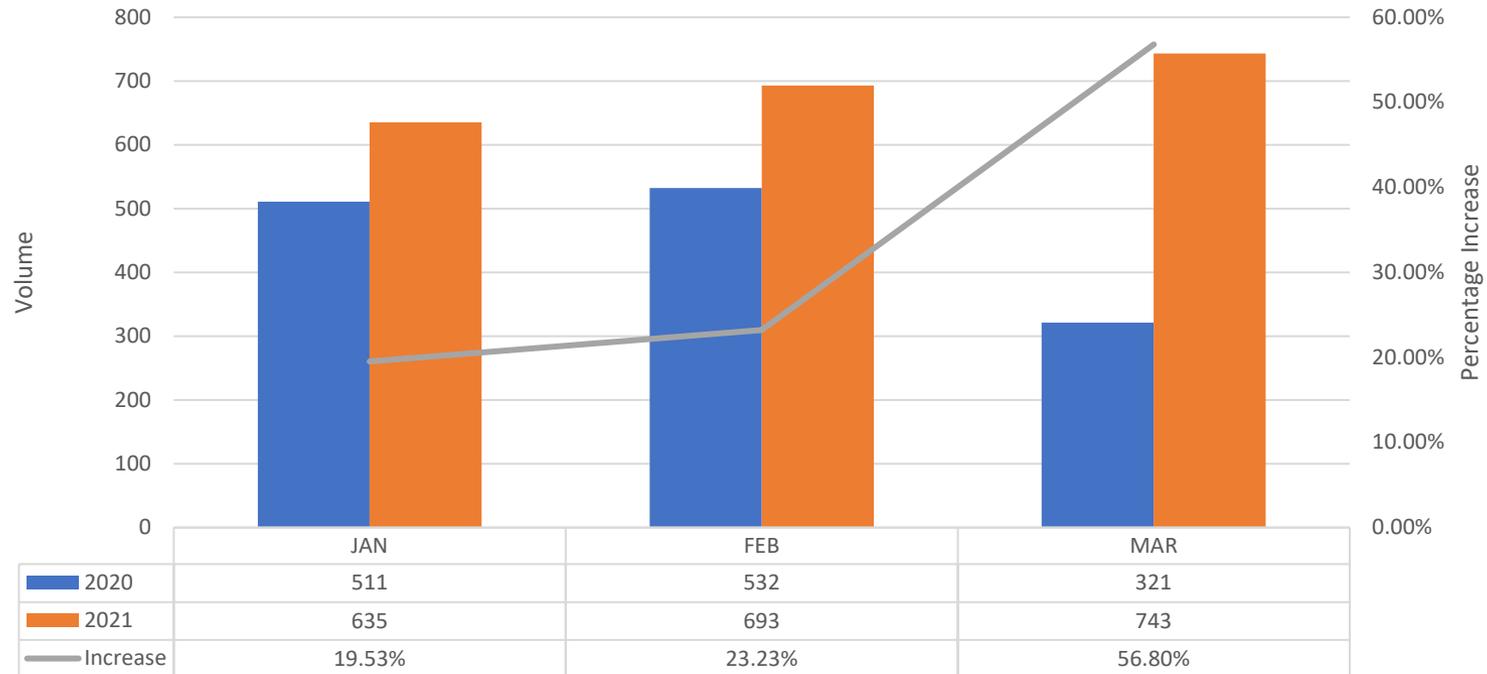
Conclusions

The goal for our self-screening program was **5% of total scheduled appointments in the first six months** post implementation.



We surpassed this goal within three months for screening mammography with an **8% self-scheduled rate in two months** and **over 12% in the third month**.

Conclusions



Increase in screening mammography volumes Jan-Mar 2020 vs. Jan-Mar 2021