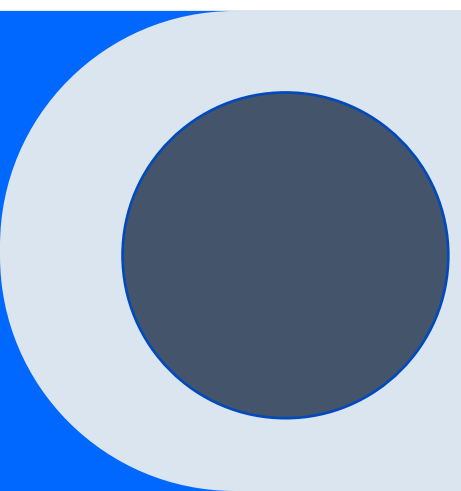





Capstone Project: Improving Call Management & Scheduling



By: Arlenys Pimentel Diaz –
Program Manager at Access Now.



The Challenge



Small team (5
total, 2 schedulers)



Phones ring
nonstop



Staff closing 8 - 12
referrals daily



Patient
dissatisfaction

Showing the Need

- 3,500+ active referrals
- 1,900 referrals closed so far
- 1,600+ referral backlog
- Up to 40 enrollments per day
- Dozens of voicemails daily
- Manager covering scheduling duties



The Possible Solution



New Process Implemented



- Calls → Appointment line
- If missed → Manager line
- If still missed → Voicemail
- Return calls in 48–72 hrs

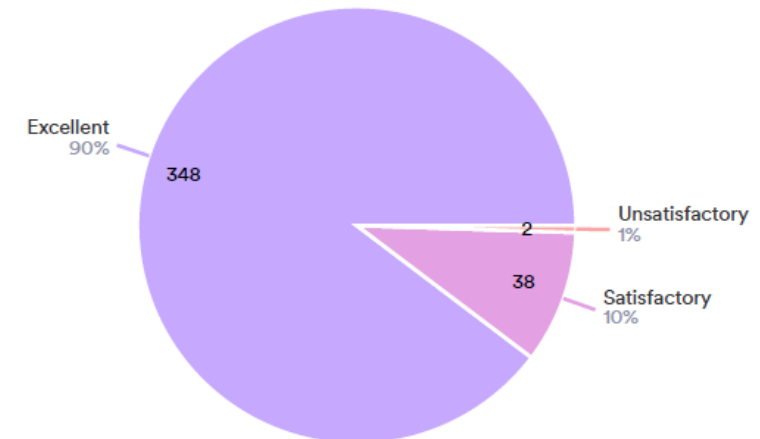


Positive Results (so far)

- Reduced voicemail backlog
- Fewer patient complaints
- Better scheduling flow
- Lower stress for staff
- Capacity gap identified

How would you rate your overall experience with Access Now?

388 Responses- 12 Empty

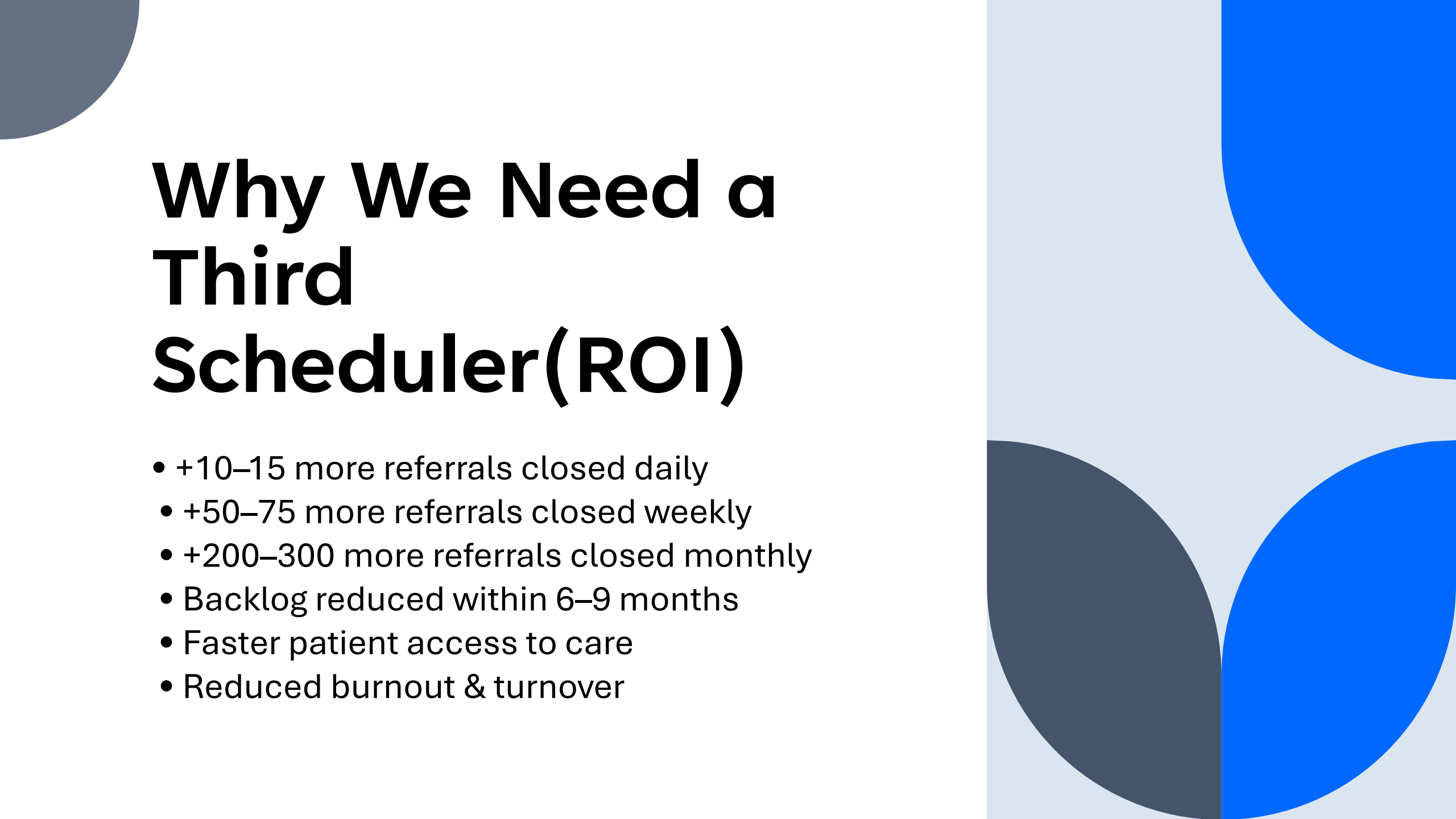


● Excellent ● Satisfactory ● Unsatisfactory



Next Steps/Enhancements

- Shared call log
 - Call-back time blocks
 - Cross-coverage training
 - Continue monitoring metrics
 - Explore AI for FAQ support
 - Seek funding for 3rd scheduler

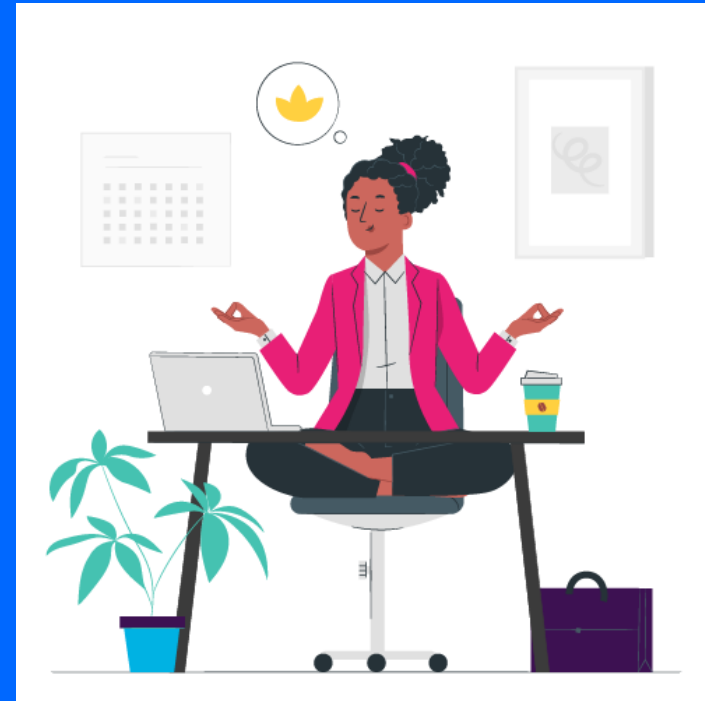


Why We Need a Third Scheduler(ROI)

- +10–15 more referrals closed daily
- +50–75 more referrals closed weekly
- +200–300 more referrals closed monthly
- Backlog reduced within 6–9 months
- Faster patient access to care
- Reduced burnout & turnover

Expected Outcome

- Patients feel heard
- Faster turnaround times
- Improved scheduling efficiency
- Sustainable workflow
- Stronger team capacity



Final Thoughts

- Small changes → big improvements
- Balanced system for staff + patients
- Data supports long-term staffing needs
- Goal: secure funding for 3rd scheduler



THANK YOU!

I hope I scored at least **one touchdown** with this presentation! 🏈

Thanks for being such a great audience! (Go Pats!)

