

## Customer

Coryell Health

## Challenge

*"Depending on the day, it would typically take four to six people, anywhere from eight to ten hours a day to complete the follow-up phone calls," said Crystal Cooper, Nursing Manager "And that was time on top of their normal clinical responsibilities."*

## Solutions

- Quincy Healthcare Chatbots
- QliqCONNECT

## Results

- Implemented in five days, results in the first week
- Chatbots enabled outbound calls to drop from 800 to 150/day
- Recovered 60 hours of staff time per week
- \$78,000 annual savings

## Relief for Overwhelmed Staff and Faster Feedback to Worried Patients



### SUCCESS STORY

Seeking to find operational efficiencies that would save both their overwhelmed staff and patients anxious for COVID-19 testing results, Coryell turned to an emerging healthcare technology option – chatbots.

With up to 700 people a day being tested, and just as many results requiring confidential follow-up, the need to implement a solution quickly was growing exponentially each day.

### About Coryell Health

Coryell Health is a community-owned healthcare organization located in Gatesville, Texas. On one central campus, patients have access to a wide range of health services including, but not limited to a 25-bed licensed hospital, a Level IV Trauma Center emergency room with primary and specialty care providers, an advanced wound care center, a state-of-the-art outpatient rehabilitation center, a skilled nursing facility with long-term care and inpatient rehabilitation, and assisted living and independent living apartments.



**Heather Rambeau, RN**  
Chief Nursing Officer  
Coryell Health

*"Our staff was sacrificing every second of their day to call patients and deliver results. From a leadership perspective, I was equally proud and worried. My staff was delivering high-quality in-person care to their patients, then ducking out of the room to make 1:1 results calls and support contact tracing. They gave it their all but our leadership team knew the best way we could protect them, at that moment, was to prevent the inevitable burnout and leverage technology to provide immediate relief."*

### Overwhelmed Resources Need Relief

Not unlike other community healthcare organizations, Coryell found themselves supporting the triage, testing, and treatment needs of thousands of patients throughout the universal health crisis, COVID-19 pandemic.

On any given day, the team at Coryell would administer testing to between 400-700 patients. Lab turnaround times meant results were ready for delivery, in most cases, within 24-hours and needed to be confidentially conveyed to patients who were waiting in self-quarantine at home, uncertain of their condition status or the risk they may pose to others.

"Depending on the day, it would typically take four to six people, anywhere from eight to ten hours a day to complete the follow-up phone calls," said Crystal Cooper, Nursing Manager "And that was time on top of their normal clinical responsibilities."

### Turned to Existing Partner, QliqSOFT

"We knew we had to do something, but we also had to be mindful of privacy laws and keeping our patient

information secure. That's what led us to consider our current secure messaging vendor, QliqSOFT, as a possible technology partner," said Heather. "Our providers had already begun using QliqSOFT's Virtual Visit platform to conduct telehealth visits at the height of the pandemic and we had seen a lot of success with it. We thought - surely they'll have a way to automate our outreach as well."

### Implementing Healthcare Chatbots Provided Relief to Staff In One Week

QliqSOFT implemented their results reporting chatbot for both positive and negative patients within five days.

Result reporting starts with the QliqCONNECT Secure Messaging system according to Heather, "Our lab reports all the positives through that app to a group of people (internally) that need to know."

Next, Coryell Health deployed two result-focused chatbots, one for negative COVID-19 results which aimed to share the good news and tips for staying healthy, and one for positive results which would relay the results,

attached work notes as needed, and connect patients to necessary services.

Using the self-serve tools, Coryell segmented their patients by the result and then sent an SMS Text containing a secure URL link which launched the chatbot directly on their mobile device.

The chatbot utilized conversational AI to relay results and follow-on information to each person without requiring an app download or log in.

“The frictionless experience for patients was one key to our success. Patients liked getting the text message. Even though these results were critical to them, they didn’t like being called, particularly the younger patients. Our patients wanted everything to be done electronically,” said Heather. “The chatbots allowed us to meet the expectations of our patients. We were able to respond a lot faster if they had questions and could send them any documentation they needed. This was a huge win for patient satisfaction. No more calling, waiting on hold, and being

transferred to five different people to get an answer.”

Within a week of deployment, Coryell Health was able to decrease the staffing required to deliver results from up to six people per day to as few as two. Heather commented on the success metrics for the result reporting project, “We have now dedicated two staff members to oversee the chatbot experience. From sending to the right audience to replying to escalations (for example, when patients need a letter for work), those two staff members are now able to do what took up to six people to do manually, and they’re doing it in half the time!”

### Next Added Vaccine Self-Scheduling

In January 2021, Coryell Health implemented the COVID-19 Vaccine Assistant chatbot with patient-self scheduling. Within the first 48 hours of deployment, the organization filled 450 of their 700 available slots for an upcoming vaccination event.

## Success Metrics

Before Implementation	After Implementation
4-6 People 8 Hours/Day	2 People 4-6 Hours/Day
240 Man-hours a week	40-60 staff-hours per week
400-700 COVID tests per day	100% of results reported within 24 hours
200-800 Phone calls per day	100-150 Phone calls per day
	\$1500 ROI per week



## Contact Us

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