

CASE STUDY

+861% Increase in Scheduling Volume in 6 Months for a Diagnostic Imaging Provider

Overview

Our client, a diagnostic imaging provider with multiple locations across Florida, had issues with the patient scheduling process in one of their locations. The internal team was struggling to keep up with daily appointment requests, which led to gaps in the schedule, longer patient wait times, and missed opportunities.

Background

A multi-location diagnostic imaging provider in Florida was seeing steady growth across its centers, with a consistent flow of physician referrals and patient appointment requests. But as demand for imaging services picked up, one location in particular started to feel the strain, especially when it came to scheduling.

The internal team was juggling a lot: answering incoming calls, processing physician orders, and coordinating appointment availability. As daily volume increased, it became harder to keep up. Over time, this led to scheduling gaps, longer wait times for patients, and missed opportunities to fully book available slots.

Goals

The team knew something had to change, but they didn't want to solve one problem by creating another. Improving the scheduling workflow couldn't come at the cost of adding more pressure on an already stretched internal team.

Their focus was clear: process more orders, respond to calls faster, and build a scheduling system that could keep up with growing demand. At the same time, they needed a solution that wasn't just a quick fix, but something scalable that could easily extend to other locations if it proved successful.

Solution

GeBBS partnered with the imaging center to manage the scheduling workflow from end to end. Our team took responsibility for handling inbound appointment requests, processing imaging orders, coordinating appointment availability, and ensuring that patients were scheduled efficiently and *accurately*.

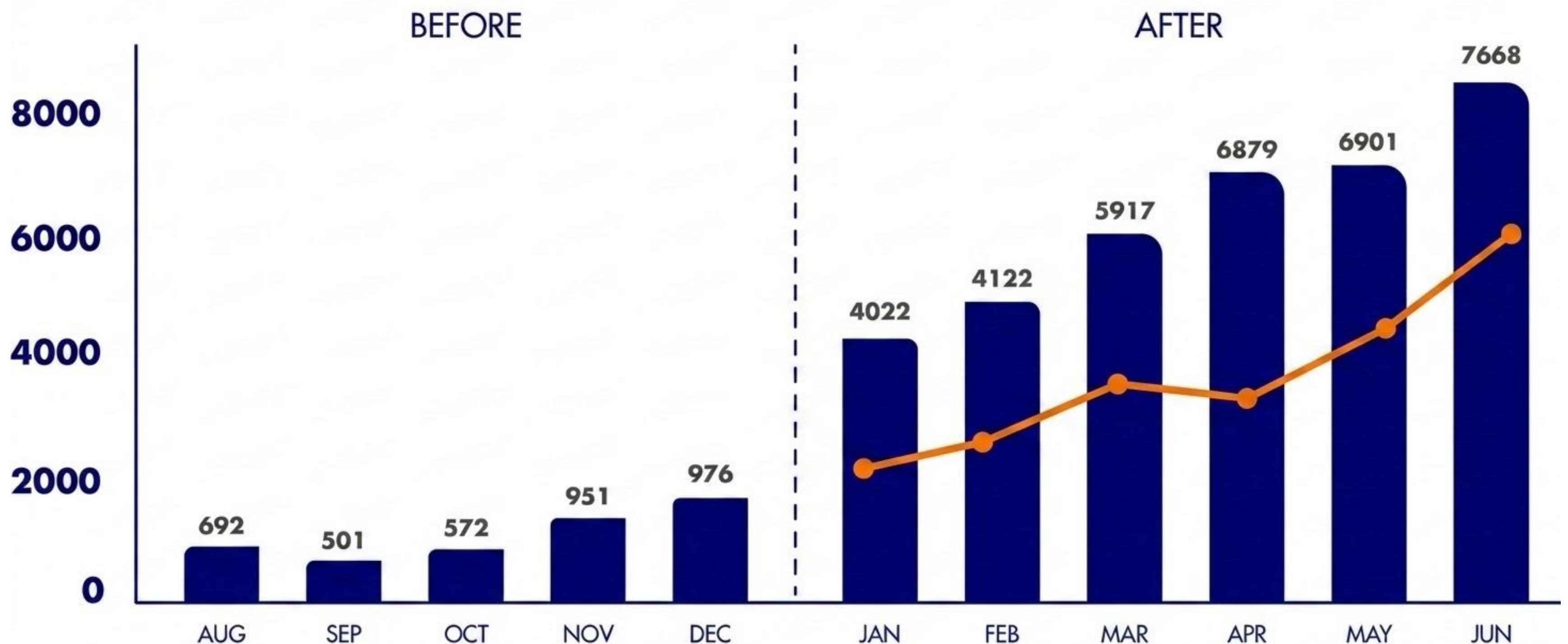
Through a structured scheduling workflow and optimizing how appointment slots were managed, this center was able to process requests more consistently, and approach that helped reduce scheduling bottlenecks and ensured that incoming calls and referral orders were handled on time.

Proven outcomes

The impact of the new scheduling workflow became clear within the first six months. Between August and December, the location recorded 3,692 order entries. After GeBBS began managing scheduling operations, the center processed 35,507 order entries between January and June (month-to-date).

This represented an **861% increase in scheduling volume**, demonstrating the operational capacity that was unlocked once the scheduling process became more structured and responsive. Call handling also became stable, allowing patients and referring providers to consistently connect with scheduling support.

● ORDER ENTRIES



Conclusion

After seeing consistent results at the Ocala location, this imaging provider expanded GeBBS's role to a second location that faced similar scheduling challenges and patient demand, making it a natural next step for the partnership.

With a proven scheduling framework already in place, the organization is now able to scale patient scheduling operations across multiple locations while maintaining consistent service levels and reducing pressure on internal teams.



Ready to improve your scheduling operations?

Schedule a consultation with our team to evaluate your current workflow and identify opportunities to increase scheduling capacity and operational efficiency.

[REQUEST A CONSULTATION](#)