Net Health | ReDoc



CASE STUDY

ReDoc Helped an Outpatient Rehab Department Recover Over $300K Annually by Reducing No-Shows and Increasing Visits.

Client Overview:

ORGANIZATION

Large health system outpatient rehab facility with 2 locations

TEAM

11 full-time therapists + 1 part-time therapist

SOURCE

Clinical Supervisor with 25 years at the organization, direct line of sight to COO

The Challenge:

As part of a large hospital system, the outpatient rehab department operates two busy clinics known for their 1:1, hour-long therapy model. But rising cancellations and administrative inefficiencies were straining revenue and staff capacity. Leadership needed to strengthen patient engagement and streamline workflows without compromising care quality. They set out to:

- Reduce cancellations and no-shows (17.2% baseline)
- Improve visit adherence and patient follow-through
- Speed plan-of-care approvals for reimbursement
- Support therapists with specialty-specific documentation

The Solution:

Since adopting ReDoc in 2018, the department has transformed patient engagement and operational efficiency. The integrated Patient Engagement Suite uses automated SMS and phone reminders—customized by visit type and patient language preference—to help patients stay consistent with their plans of care. Standardized outcomes tools set expectations early, motivating patients to complete treatment and improving follow-through.

ReDoc also simplifies clinical workflows. Therapists document sessions on the go, tailor notes by specialty, and reduce overtime. The e-fax plan-of-care workflow provides instant visibility into what is sent, signed, and returned—removing the need for spreadsheets and manual tracking. And when coding adjustments are needed, ReDoc support responds within minutes, often resolving requests the same day.

Results That Drive Growth:

Fewer Cancelled Appointments

17.2% → 15%

Cancellation/no-show rate drop

+$38,600

in annual revenue recovered

More Visits Per Eval

9.2 → 11.1

Increased visits per evaluation

+$269,000

in additional revenue

Efficiency Gains

- Therapist overtime decreased with mobile documentation.
- Plan-of-care turnaround time improved with e-fax workflow.
- Bi-weekly inactive-cycle reports ensured patients didn't slip through the cracks.

Together, these improvements have led the C-suite to consistently renew ReDoc year after year. Even with an enterprise EHR in place, leadership continues to see the value of maintaining a complementary, rehab-specific EHR. ReDoc integrates seamlessly while delivering purpose-built workflows that keep therapists efficient, patients engaged, and ROI visible at the executive level.

Voice of the Client:

On patient engagement:

"Our no-show rate dropped from 17.2% to 15% with ReDoc's Patient Engagement Suite. Automated reminders keep patients engaged and on schedule."

On outcomes tools:

"ReDoc's standardized outcomes tools help set clear visit expectations. That consistency boosted visits per eval from 9.2 to 11.1 as patients saw progress and stayed engaged."

On documentation/overtime:

"On-the-go documentation in ReDoc has made charting faster—we've seen overtime come down without sacrificing our standard of care."

On plan-of-care workflow:

"The e-fax plan-of-care workflow in ReDoc is a game-changer—we track what went out, what came back, and submit clean claims faster. No side spreadsheets, no guessing."

Business Impact:

ReDoc enables this large health system outpatient rehab facility to boost patient engagement, cut administrative burden, and deliver measurable ROI, while protecting its one-to-one, therapist-driven care model.

Built specifically for rehab, it integrates seamlessly with enterprise EHRs and adds specialty workflows that keep therapists efficient, patients engaged, and outcomes visible to the C-suite. This proven value has made ReDoc the long-term partner for health systems balancing high-touch rehab care with enterprise performance.

See what ReDoc can do for your rehab department. Scan to book your complimentary 30-minute business assessment.

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