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Decreased Costs By 50% at Bone & Joint Clinic



The Problem

Kansas City Bone & Joint decided to look elsewhere for call management due to their growing practice of 20+ providers. The solution they had for call was a live operator system and it came with a hefty price tag.

With the high cost, Kansas City Bone & Joint expected the operator services to provide a high-quality experience to their patients and providers. However, they encountered regular issues and complications with patient calls.



The Solution

Kansas City Bone & Joint's Executive Director, Caressa Lynch, wanted a solution that worked well and could scale with practice growth. The Clarus system improved the call experience for patients and providers as soon as it was implemented.

Caressa says, "Not only is Clarus a better solution, but it is less than 50% of what we previously paid for a worse service. Getting a better product at a better price point – it was an easy decision to implement for our practice."

Clarus performed so well, KCB&J implemented Clarus to manage daytime and after-hours calls. Clarus has streamlined the scheduling department, enabling leaner operations. "Switching to Clarus was a great decision all around for our large practice," says Caressa.



The Benefits

Cost Savings

Clarus results in significant cost savings, reducing monthly expenses compared to the traditional call centers.

24/7 Support

Clarus helps implement the platform and as provide you with 24/7 support if you ever run into any issues.

Scheduling

Clarus' dashboard allows you to respond to appointment requests, route calls to the appropriate department and create coverage schedules.

You're Hearing From

Caressa Lynch – Executive Director, Kansas City Bone and Joint

"We saw an immediate reduction in errors with Clarus and the cost is less than 50% of what we were paying before. This was a huge selling point – a better product and better price point."

Prior Solution: High cost, human error, lack of documentation

With Clarus: Cost savings, 24/7 support, easy scheduling

