

Fort Wayne Dermatology elevates patient care and efficiency with Klara



Klara has overwhelmingly changed our office operations. We now have the ability to message with patients and manage our phone calls without losing the high level of care for patients in the office. Patients value the convenience, and staff save time by quickly addressing simple questions via messaging instead of phone calls.

Ann Baker, COO



Read this success story and more at:
klara.com/fort-wayne-dermatology

Fort Wayne Dermatology Consultants, a leader in dermatology and aesthetics, overcame operational challenges with the integration of Klara. This innovative solution has helped the practice cut front desk wait times, reduce overall call volume and dramatically minimize hold queues and abandoned calls. Staff commend Klara's time-saving templates that boost efficiency, while patients appreciate its seamless, two-way communication. With Klara, Fort Wayne Dermatology has streamlined workflows and elevated its commitment to exceptional patient care.

📞 58% reduction in abandoned calls

📞 32% decrease in call volume

🕒 >1 minute decrease in average call wait times

Goals

- Reduce call wait times for improved patient care
- Minimize abandoned calls to enhance patient satisfaction
- Refine workflows for faster patient responses

Results

- Cut average wait times for incoming calls by more than 1 minute per call
- Practice experienced a 58% decrease in abandoned calls
- Improved staff efficiency with time-saving templates

Results may vary depending on medical practice size, product usage and other variables.

The data and percentages herein are based on a comparison of data captured by Fort Wayne Dermatology Consultants regarding scheduling calls over five weeks before and after implementation of Klara. The statements and conclusions contained herein reflect the opinions of Ann Baker and not those of Klara. Klara makes no representations or warranties as to the accuracy of any such information.

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