

Charleston GI improves the patient experience and operational efficiency with Klara



Klara is invaluable in today's fast-paced world, where patients expect timely answers. With Klara, messages are instantly directed to the right person on our team, ensuring swift action and providing patients with the reassurance and fast response times that they need.

Julie Q. DuPree, LPN
Clinical Services Manager



Charleston GI is committed to delivering an exceptional patient experience across its four gastroenterology clinics, three endoscopy centers, and through the expertise of 18 providers. Recognizing the need to improve patient communication and streamline operations, the practice implemented Patient Collaboration with Klara®. By adopting real-time patient engagement solutions, their team has effectively centralized communication channels, increased provider collaboration and automated patient outreach workflow.

Julie Q. DuPree, shared these results:

💬 6K+ patients chose call-to-text ¹

🔔 150K appointment reminders sent¹

📞 42K voicemails transcribed ¹

Goals

- Reduce call volume and patient hold times
- Streamline the process of reviewing and prioritizing patient messages
- Improve patient communication and operational efficiency

Results

- Decreased call volume by 15%–20% with call-to-text
- Prioritized critical patient messages with voicemail transcription
- Facilitated communication with thousands of patients through broadcast messaging

Read this success story and more at:
modmed.com/success-stories-gi

The statements and conclusions contained herein reflect the opinions of Julie Q. DuPree and not those of ModMed. ModMed makes no representations or warranties as to the accuracy of any such information. Results may vary depending on medical practice size, product usage and other variables.

¹ From August 2024 through July 2025.

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