
A Single Point of Access for Cleveland Clinic Neurological Institute Patients *Cleveland Clinic, Cleveland, Ohio*

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There were once 54 points of contact for scheduling an appointment within Cleveland Clinic's Neurological Institute. Today, there is one number for patients to call for an appointment within the institute, via the Cleveland Clinic Appointment Center.

Cleveland Clinic is the first health system in the nation to establish an Appointment Center, which utilizes economies of scale by housing all appointment schedulers within the same facility. All schedulers are trained to ensure consistent patient interaction, aim for first-time call resolution and cross-scheduling within institutes throughout the Cleveland Clinic enterprise.

Patients and referring physicians may request an appointment with a specific physician by calling the contact center. In this instance, the first available appointment is offered to the patient. Additionally, a number of patient service representatives (PSRs) will remain in each department to schedule on-site appointment requests.

The Neurological Institute was the first institute to begin utilizing the Appointment Center, as part of center's three-year roll-out plan. Glickman Urological & Kidney Institute and Digestive Disease Institute are the next institutes to come on board. In total, 350 PSRs and Nurse on Call employees will be housed at the Appointment Center's new facility in Solon beginning in May.

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