

Forest Lane Pediatrics

2023 Case Study

Forest Lane Pediatrics, an 18-provider pediatric practice spanning three locations across the Dallas, Texas, metropolitan area, serves over 25,000 patients. The practice was using disparate patient communication tools including a patient portal, phone calls, voicemails and other software, which led to staff inefficiencies. With the help of Klara, the nursing staff now saves hours each day¹ by consolidating all patient outreach into one, simplified channel.



“ In pediatrics, parents want to reach someone to help their sick child. Klara allows these parents to send us photos, fill out forms and communicate faster than being on hold or waiting for a voicemail to be returned.

Chris McGonnell, MD, Forest Lane Pediatrics, and athenahealth user

51

patient NPS, ranking “amazing”

53k+

voicemails transcribed²

222k+

messages sent²

Problems

- Nursing staff inefficiencies
- Patients needed same-day appointments and quick replies
- Staff was staying after hours to return voicemails

Results

- The nursing staff’s efficiency was improved by Klara’s ability to collect forms digitally as well as send pictures to and from patients and guardians
- Front desk staff is able to reply with appointment availability via real-time chat message instead of having to play phone tag and return voicemails
- Staff can now leave the office on time and work in a less stressful environment

¹ Results may vary depending on medical practice size, product usage and other variables.

² From January 2022, when Forest Lane Pediatrics became a customer of Klara, through March 2023.