



## Paramedical Services

### The Challenge

David Gasper, a Personal Financial Representative with Allstate, faced challenges when it came to submitting paramedical exam orders for his clients. He routinely called his local paramedical office to submit an order. Once an order was placed David remained very involved to assist in managing the progression of his cases. He regularly checked exam statuses and intervened to ensure that the exam appointment was scheduled. David called the local ExamOne office during regular business hours to accomplish these tasks.

David felt as though his productivity and level of efficiency could be improved. He recognized that his current method of managing cases was not optimal. An alternative approach was needed to enable him to work more efficiently and manage his busy schedule.

### The Solution

David decided to tackle these challenges by using the ExamOne Member Site including Schedule Now, ExamOne's real-time exam scheduling software. He recognized the following benefits associated with utilizing the online paramedical exam ordering system:

- Simplicity and efficiency
- 24/7 accessibility
- Patient Service Center and In Center Exam Office scheduling options
- Easy management of paramedical exam orders
- Online scheduling of paramedical exam appointments.
- Email updates on exam status

### The Results

David reported the following improvements after implementing his new workflow solution:

- Faster and more efficient exam appointment scheduling with the use of "Schedule Now".
- Additional choices for applicants related to Patient Service Center and In-Center exam office appointments.
- Improved tracking via a daily email of applicant's paramedical exam status from receipt to completion.
- Flexibility to submit the client's paramedical exam orders while meeting with clients. The order can be submitted any time; during the evening after daily appointments, in the early morning before the day begins and even on the weekends.
- Efficiency in managing each exam order and the ability to check on the status of each of the client's paramedical exam at any time.

David has experienced increased productivity and efficiency. He can now focus more time on meeting his business goals and meeting his client's expectations.



**The ExamOne Member Site has made managing my business more efficient. No longer do I have to take time out of my busy day to call ExamOne during their business hours to call a case in and have a paramedical exam ordered for a client. The Member Site is available 24/7 and I can choose the time of entering in the order at my convenience. What a time saver and a great management tool!**

— David Gasper, Personal Financial Representative, Allstate