



Fill your schedule and decrease no-show rates with Weave

Challenge

Fast Track Therapy has been a Weave customer for two years. Like most PT clinics, one of the challenges they face is filling gaps in their schedule when patients cancel at the last minute or fail to show up for appointments.

Impact

Weave has helped Fast Track Therapy connect better with their busy patients, bringing their cancellation rate down in the process.

Solutions

Use Weave tools to fill in empty appointment slots

Fast Track Therapy utilizes Weave’s mobile app when they are away from the office to address scheduling gaps that happen after hours or over the weekend. They access Quick Fill lists of patients who are looking to get into the clinic earlier, then reach out to schedule them.

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Weave has helped with patient cancellations and patient no-shows. We can access the Weave app over the weekend and deal with any cancellations that have occurred and immediately look to fill them in going into the week.”

The benefits of Weave go beyond keeping the office efficient. It provides a better patient experience. Fast Track Therapy has a patient who is a full-time teacher. She always requests that they text her during the day if any earlier openings become available. After one particular cancellation, they reached out to her. The patient was then able to respond back and come to an appointment that better fit her schedule. Fast Track filled a last-minute cancellation while helping out their client. It is no surprise that Fast Track has an amazing 4.7 star Google rating, with over 100 reviews—collected with the help of Weave Reviews, of course.



Connect with busy patients:

Fast Track Therapy has also decreased their no-show rate as they find better ways to communicate with their patients. They utilize both texting and phone calls in their appointment reminder process. They’ve found texting to be particularly effective when trying to contact busy patients with full-time jobs, people with whom were previously harder to connect.

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Everyone relies more on texting to communicate, especially our patients with full-time jobs who cannot step away from the phone.”

Additionally, they have found that texting helps patients retain critical information, like addresses, appointment times and instructions. They have implemented texting as part of their follow-up conversations, as patients are typically not in the position to write notes down.