

A Better Scheduling Experience for Patients and Staff



67%

patients consider another provider if they cannot quickly reach your office

23%

of patient calls go unanswered on average.

Healthcare practices are under more pressure than ever.

Call volume continues to rise while staffing shortages and burnout make it harder to keep up. Patients expect faster access, yet long hold times and missed calls have become increasingly common.

STATLINX Scheduling Services act as an extension of your practice, helping ensure every patient reaches a live person, appointments are scheduled accurately, and your internal team can stay focused on delivering care. We help practices reduce front desk pressure, improve scheduling consistency, and create a better patient experience without increasing internal staffing burden..



Our Scheduling Services Include

- Appointment scheduling
- Rescheduling and cancellations
- Overflow scheduling support
- New patient intake scheduling
- Follow up appointment coordination
- Patient communication support
- Client specific scheduling workflows
- EMR aligned scheduling processes



Other Ways We Support

Prior Authorization

Compassionate, accurate, and efficient prior authorization support designed for healthcare practices. STATLINX takes the complexity and stress out of prior authorizations by managing the process from start to finish. Our trained specialists handle all the details.

Traditional Call Center

From patient questions to message routing, we act as a seamless extension of your team. For most patients, the phone is still the first and most frequent point of contact with a healthcare provider. How their call is handled shapes their entire perception of your practice.

After-Hours

Catch Every Call, Every Time. When your staff can't pick up, we step in so patients never feel ignored. In today's world of on-demand access, patients expect fast, reliable communication. If they can't reach your practice, they often call someone else.

Patient Access Center

The STATLINX Patient Access Center serves as the primary point of connection for anyone trying to reach your medical practice. Whether it's patients, providers, or other contacts, we ensure every call is handled with care and professionalism.

**Avoid Staff
Burnout**

**Increase Patient
Satisfaction**

**No Initial
Setup Fee**