

CASE STUDY

From waitlist to self-scheduling: Large academic medical center expands cancer screening access

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<https://www.chartis.com/client-results/waitlist-self-scheduling-large-academic-medical-center-expands-cancer-screening>

The vision

A large Northeast academic medical center (AMC) set out to expand colon cancer screening by making it easier for patients to schedule an endoscopy. Beginning with a screening waitlist of about 1,000 patients, leaders saw a clear opportunity to increase capacity for earlier access through more efficient, patient-friendly scheduling.

Co-creating the solution

The AMC partnered with Chartis to design and implement a digital front door that integrated automated waitlist offers, direct-to-schedule screening workflows, and ticket-based scheduling for endoscopies. Cross-functional teams aligned on workflows and defined decision tree logic to guide the Epic build. IT teams led iterative build sprints to ensure timely configuration and testing.

The project team validated workflows through demonstrations and created training materials to support adoption across user groups. The team also implemented and monitored KPIs to identify optimization opportunities.

Believe in better

The AMC removed the backlog and expanded access by pairing new capacity with flexible, digital scheduling pathways. Guided questions and portal-based preparation instructions kept safety and readiness front and center. And patients gained a simpler way to get needed care on their own terms. The AMC is using real-world learnings to continuously refine the workflow and reduce manual clean-up over time.

Meaningful outcomes

The AMC expanded endoscopy access in 2025:

45 %

average monthly increase in self-scheduled endoscopies

958

ordered and diagnostic endoscopy procedures scheduled via ticket

27

days sooner appointment scheduling via automated waitlist offers

Building to better

Organizations looking to improve access through guided scheduling can:

- Translate clinical criteria into patient-friendly decision trees
- Solicit feedback regularly from cross-functional teams to maintain optimization
- Align clinical, operational, and technological priorities to improve patient access

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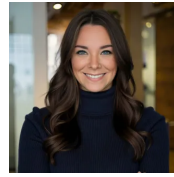
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