



Chattanooga Heart Institute Case Report

Chattanooga Heart Institute, TN: Tabitha Johnson, Medical Staff Coordinator

▲ Challenge: Keeping many specialists happy while managing a complicated call and vacation schedule.

Tabitha Johnson came to Chattanooga Heart as Medical Staff Coordinator in 1998 and inherited a call process of penciling in the schedule by hand onto blank calendar pages and then keying the schedule into a spreadsheet and hoping it wouldn't change. This process was time consuming and keeping tallies of vacation and totals was close to impossible. As Chattanooga Heart grew to three locations and many specialties, physicians began requesting half days, etc. Needless to say, the schedule became even more complex and Johnson knew they needed a better solution for Call.

"Call scheduling was very time consuming and we had a hard time keeping things equitable."

It was too easy for mistakes to be made when requests were on various pieces of paper. Physicians and Johnson were frustrated with the inability to pull simple and accurate reports regarding vacation and equity of call. Johnson was looking for a solution that would help her with reporting and tallies; she searched online and came across Call Scheduler. After the demo and checking references, Johnson felt Call Scheduler was the best possible solution for Chattanooga Heart.

"Keeping the doctors happy is an important part of my position. Call Scheduler has reduced physician frustration and helps me keep everyone happy."


"The Scheduler Assistant Template makes call much less complicated and makes adding new physicians into the system seamless," says Johnson. She says the doctors' favorite feature is the ability to quickly pull reports, *"It is VERY important for our doctors to be able to see a whole year of their time off-they can access it from anywhere and print it off. It's been key for us."* And Johnson's favorite feature is that the solution is web-based, allowing her to work on the call schedule from home when she needs to.

Johnson and her staff have been using Call Scheduler since 2002 and she can only recall one small technical issue in the time they've used the solution. *"I think we had to call with an issue once but the support staff were so responsive I'm sure it wasn't an issue for long!"* For Johnson, what used to take hours of her time and quite a bit of stress now takes under an hour to schedule call. *"For the most part I don't have to think about it, which I love! I mean, you really don't want to have to think about call that much! Call Scheduler really makes my life easier."*

"I've been called by several practices about what we use for a call solution and I'm always excited to tell them about Call Scheduler!"

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