



## Stanford Psychiatry Case Report

*Stanford Psychiatry, CA: Quynh Dang, Administrator, Dept. of Psychiatry*

**Challenge:** Finding a cost effective solution to replace an outdated and unsupported internal call scheduling software.

**As a teaching practice, Stanford’s Department of Psychiatry has new residents rotating in each year.** Quynh Dang, department administrator, manages call for over 36 providers, which can quickly turn into a full time job if the technology and solutions are not working correctly. Stanford Psychiatry had a software system for managing call that was no longer managed by the creators and instead was managed by an internal IT staff member. This solution was in need of a software upgrade and, most importantly, did not allow web access so that resident physicians could self-manage their call schedules.

**The costs for upgrading the software were prohibitive and still would not have provided the web-based access Dang and her staff required.** The head web master at Stanford Psych did an extensive search and found that Call Scheduler would be the best solution and at the most cost effective price.

**“It’s nice to know our schedule template can keep call stable while our practice changes constantly with residents rotating in and out yearly”**

**The integration from their old software onto Call Scheduler was smooth and Dang found the trainers and support staff at Call Scheduler to be very responsive.** *“If we have any questions we usually just email them and the Call Scheduler staff are always quick to respond and answer our questions thoroughly.”* Even though Stanford Psych has only had Call Scheduler about one year, Dang feels confident that Call Scheduler will be able to handle any issue that may come from their unique resident rotation needs.

For compliance reasons, Call Scheduler allows Dang to pull tallies of call and vacation reports from the reporting area. However, her favorite feature is the Microsite. Dang appreciates that the residents can self-manage their call schedule and requests. Using the Call Scheduler Microsite, residents can highlight their name and view a full calendar of their call schedule.

Transitioning from a system that was using spreadsheets and had limited access, Dang notices a marked decrease in questions and complaints about the call schedule now that residents can access it themselves at any time.

**“The support staff at Call Scheduler is amazing! Please thank them for me!”**

For more information please contact Adjuvant Technologies  
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