

IMPROVING ACCESS: THE IMPACT OF SELF-SCHEDULING ON STUDENT CLINIC APPOINTMENTS

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VISION

To provide high quality, efficient and convenient health care with compassion, dedication and professionalism. We stride to provide consistent service to our patients, exceeding their expectations at every encounter by being flexible, remaining competitive and focusing on the holistic needs of every patient

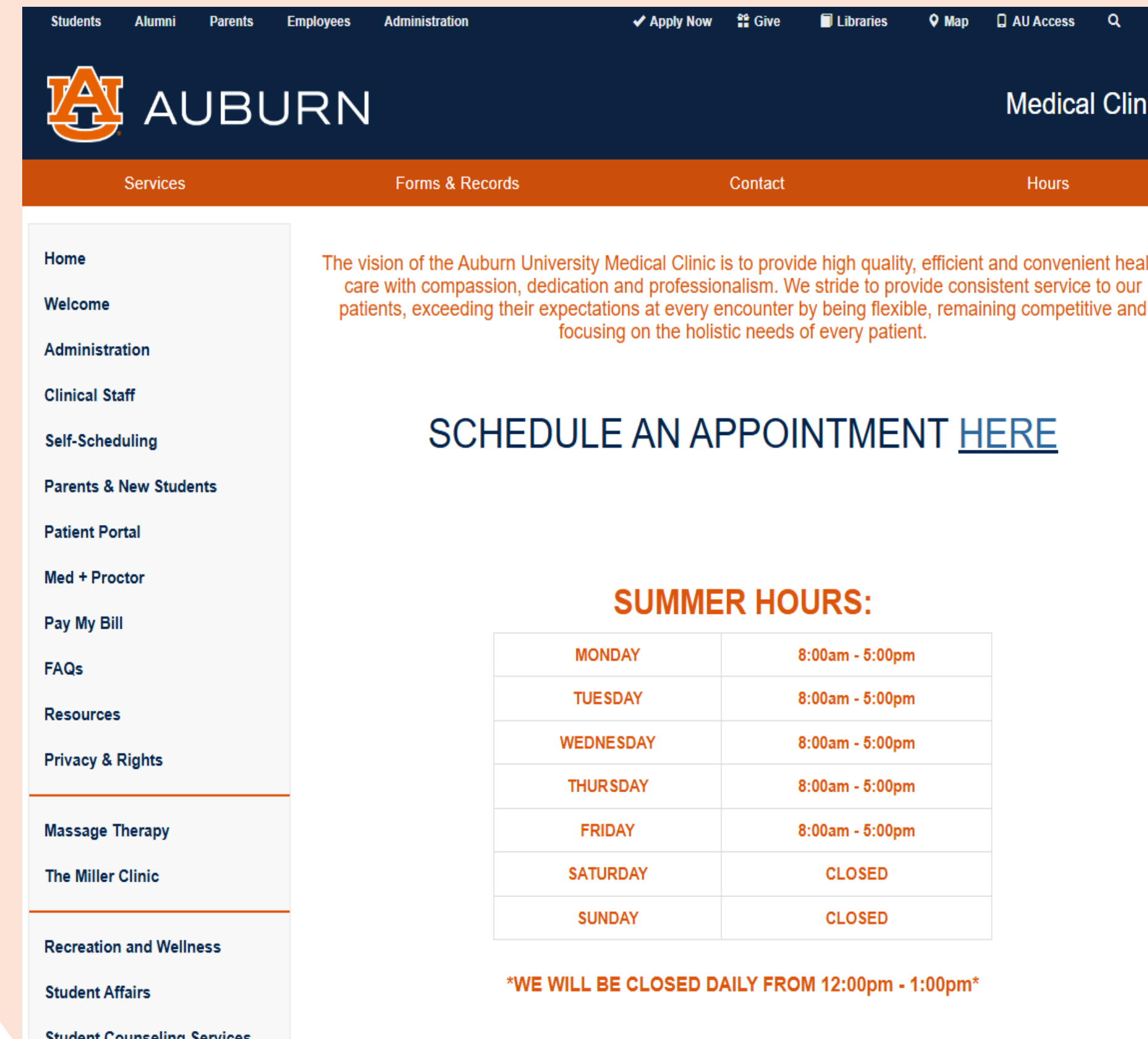
RATIONALE

Prior to implementing self-scheduling, students often faced challenges in finding available appointment times or experienced delays due to limited phone or front-desk availability. In response, we introduced a self-scheduling system to improve access and convenience.



INCREASED
APPOINTMENTS

TOTAL VISITS

The vision of the Auburn University Medical Clinic is to provide high quality, efficient and convenient health care with compassion, dedication and professionalism. We stride to provide consistent service to our patients, exceeding their expectations at every encounter by being flexible, remaining competitive and focusing on the holistic needs of every patient.

SCHEDULE AN APPOINTMENT [HERE](#)

SUMMER HOURS:

Day	Hours
MONDAY	8:00am - 5:00pm
TUESDAY	8:00am - 5:00pm
WEDNESDAY	8:00am - 5:00pm
THURSDAY	8:00am - 5:00pm
FRIDAY	8:00am - 5:00pm
SATURDAY	CLOSED
SUNDAY	CLOSED

WE WILL BE CLOSED DAILY FROM 12:00pm - 1:00pm

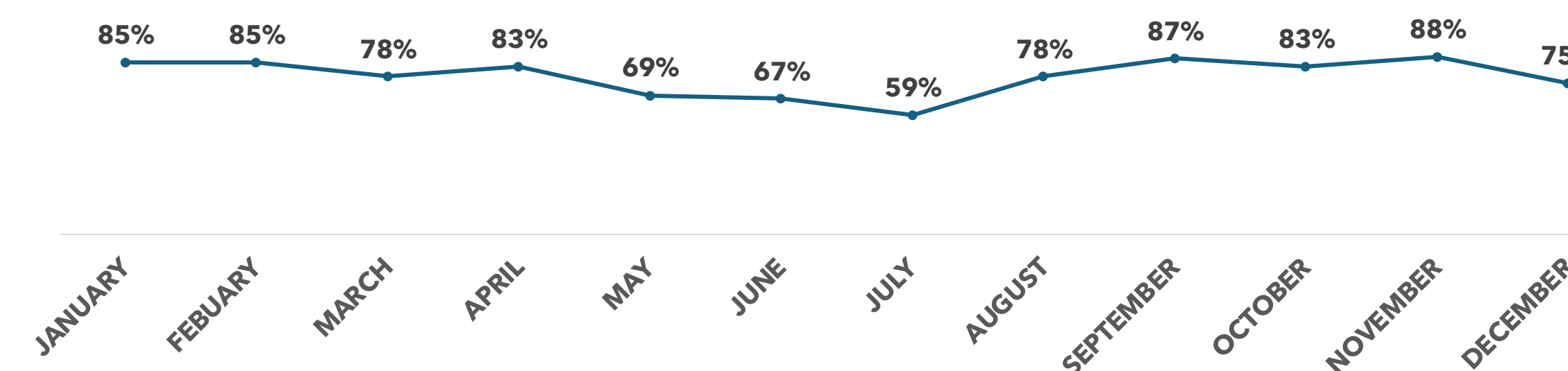
Students can conveniently schedule appointments anytime, using the self-scheduling portal—removing the need to call or wait for office hours. Clinic hours are regularly updated to reflect current provider availability, making it easier for students to find times that fit their schedules. From January to December 2024, we saw:

22% increase in appointments made in advance

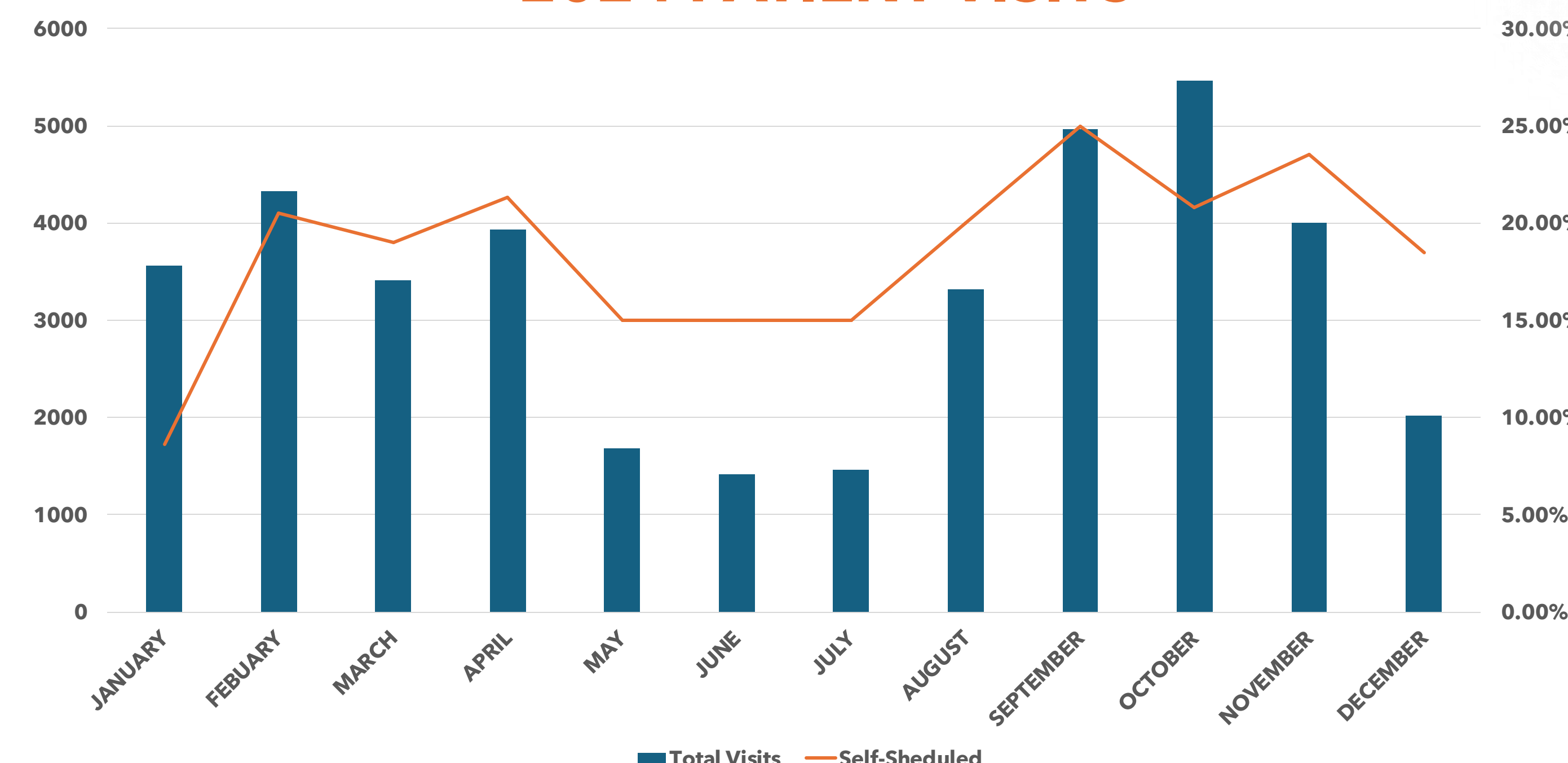
39% average increase of patients scheduling appointments after hours

10% increase in new patients

LAST MINUTE APPOINTMENTS



2024 PATIENT VISITS



From patients:

"Staff was wonderful. Providers were prompt and explained treatment. Scheduling online was easy and convenient." - January 2025

"I am amazed at the promptness. Makes it to where I don't have to even call in." - September 2024

"The website to make an appointment is easy" - November 2024



We strive to make clinic visits as seamless and stress-free as possible. The implementation of self-scheduling significantly improved patient access, with appointment bookings reaching an all-time high from January to December 2024.

Have Questions?
Reach Us Here

