



Your ROI on Klara

Phone tag

400

Outbound patient calls per day

30

Percent of connected calls

Cost of phone tag per year

\$ 50,400

Abandoned calls

400

Inbound patient calls per day

10

Percent of abandoned calls

Cost of abandoned calls per year

\$ 1,440,000

Appointment no-shows

200

Appointments per day

20

Percent of no-shows

Cost of no-shows per year

\$ 2,880,000

Total cost savings per year

\$ 1,477,800

Net profit after 1 year

\$ 1,429,800

Net profit after 3 years

\$ 4,289,400

ROI on Klara

31%

These calculations are based on the following assumptions:

- 3 min call length
- \$15/hr staff wage
- 50% of calls relate to patient scheduling
- 300 avg appointment cost

As well as the following Klara averages:

- 75% reduction in phone tag
- 30% reduction in abandoned calls
- 35% reduction in no-shows