



# Your ROI on Klara

| Phone tag   | Abandoned calls   | Appointment no-shows                               |
|---|---|--|
| <div>Outbound patient calls per day</div>   | <div>Inbound patient calls per day</div>                  | <div>Appointments per day</div>                    |
| <div>Percent of connected calls</div>   | <div>Percent of abandoned calls</div>                     | <div>Percent of no-shows</div>                     |
| <div>Cost of phone tag per year</div> <div>\$</div>   | <div>Cost of abandoned calls per year</div> <div>\$</div> | <div>Cost of no-shows per year</div> <div>\$</div> |
| <div>Total cost savings per year</div> <div>\$</div> <div>Net profit after 1 year</div> <div>\$</div> <div>Net profit after 3 years</div> <div>\$</div> |   | <div>ROI on Klara</div>                            |

- 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