

Your ROI on Klara

Phone tag

900

Outbound patient calls per day

25

Percent of connected calls

Phone tag cost per year

\$ 85,050

Abandoned calls

900

Inbound patient calls per day

25

Percent of calls abandoned

Abandoned calls cost per year

\$ 291,600

Appointment no-shows

120

Appointments per day

25

Percentage of no-shows

Appointment no-show cost per year

\$ 3,024,000

Total cost savings per year

\$ 3,406,725

Net profit 1st year

\$ 3,118,725

Net profit 3 years

\$ 9,356,175

ROI on Klara

% 1,239

These calculations are based on the following assumptions:

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

As well as the following Klara averages:

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