



CUSTOMER SUCCESS STORY

# A Healthcare Provider Reduces Patient Wait Times by 45% and Cuts Admin Workload by 50% with AI

A mid-sized healthcare provider was struggling to keep up with patient demand and losing hours every day to admin tasks. They came to **GSDC AI Consulting** to fix how the clinic operated. Ten weeks later, patients were being seen faster, staff had more time to focus on care, and the whole operation was running more smoothly.

**120+**

**Staff Impacted**

**10**

**Weeks Engagement**

**45%**

**Wait Times Reduced**

**50%**

**Admin Workload Cut**

## About the Industry

AI tools for healthcare are helping clinics, hospitals, and medical practices deliver better patient care without burning out the people providing it. Healthcare providers of all sizes are under enormous pressure. Patient volumes are growing, staff are stretched, and a large portion of every working day goes on documentation, scheduling, billing, and admin. Most small and mid-sized providers are still managing appointments manually, processing records by hand, and chasing insurance claims through slow, error-prone systems. AI in healthcare is changing that by automating repetitive work and giving clinical teams the time they need to focus on patients.

# HEALTH CARE



## PROGRAM PROFILE

# The Challenge: Two Fronts, One Struggling Operation

### Program Details

**AI Focus:** Patient Care & Healthcare Operations

**Industry:** Healthcare & Medical Services

**Region:** North America & UK

**Audience:** Clinicians, Admin Teams & Practice Management

The provider was dealing with problems on two fronts. On the patient side, wait times were too long, scheduling was inefficient, and follow-up care was inconsistent because there was no proper system to track who needed to be contacted and when. On the operations side, clinical staff were spending a significant part of every shift on documentation, billing queries, and admin. Insurance claims were being processed slowly and errors were leading to rejections that took even more time to sort out.

### Long Patient Wait Times

Inefficient scheduling left patients waiting too long and no-show rates were high with no automated reminders in place.

### Admin Overload

Clinical staff were spending a significant portion of every shift on documentation, billing queries, and manual admin tasks.

### Billing Errors

Insurance claims were processed slowly and errors caused rejections that consumed even more staff time to resolve.

### Inconsistent Follow-Up

No proper system existed to track which patients needed to be contacted and when, leading to gaps in ongoing care.

# Consulting Approach: Targeted AI Solutions

GSDC started by understanding how everything actually worked – appointments, patient records, billing, and where clinical staff were losing the most time each day. From there they focused on the changes that would have the biggest impact on both patient experience and staff workload.



## AI Appointment Scheduling

An AI tool that books, confirms, and reschedules patient appointments automatically and reduces no-shows with timely reminders.



## Automated Record Updates

Clinical documentation is captured more efficiently without taking up large portions of staff time each shift.




## AI Medical Billing


Checks claims before they go out to reduce errors and speed up reimbursements from insurance providers.



## Patient Follow-Up System

Sends personalized reminders for medication, appointments, and post-treatment check-ins at the right time.

 An **early warning tool** flags patients who may need attention based on their records so no one falls through the gaps in their care journey.

 Practical training for clinical and admin staff with **simple reference guides** left with the team to manage everything going forward independently.

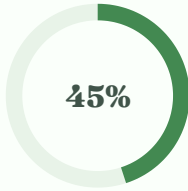
# Implementation Plan: 10 Weeks to Transformation

The engagement was structured as a focused ten-week programme, moving from discovery through to full deployment and staff training – each phase building on the last.



# Outcomes: A Clinic Transformed

Ten weeks in and the clinic felt noticeably different. Patients were being seen faster, clinical staff had real time back each day, billing was more accurate, and patients were receiving more consistent follow-up care. AI tools for healthcare had turned a stretched and reactive operation into one that was organised and focused on what mattered most – taking care of patients.



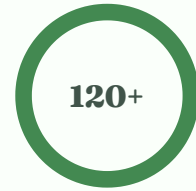
## Wait Times Reduced

Patients seen faster with smarter scheduling and automated reminders cutting no-shows.



## Admin Workload Cut

Clinical staff reclaimed hours each day previously lost to documentation and manual admin.



## Staff Impacted

Clinicians, admin teams, and practice managers all benefited from the new AI-powered workflows.

*"Our clinical staff were spending nearly half their day on documentation and admin. It was exhausting and it was keeping them away from patients. GSDC understood the real problems and built solutions that actually fit how we work. Wait times are down, our billing is cleaner, and our team finally has time to focus on patient care."*

**Practice Director | Healthcare Provider | North America ★★★★★**



## ✓ Ready to Replicate These Results?

Talk to our team about how AI in healthcare can work for your practice or clinic. We will look at where your team is losing time and where patient experience can be improved, and put together a simple plan that fits your setup.

[Talk to Our Team](#)