

FastMed Urgent Care
North Carolina and Arizona

Scheduling Solution for:
200+ Employees / 64 Clinics



FastMed Urgent Care provides immediate care, family medicine, sports medicine and occupational health services for non-life-threatening conditions. Each location has extended hours and is open 365 days a year.

SCHEDULING CHALLENGE

FastMed's first challenge was covering all of their clinics' needs. In a growth environment, staff is continually changing and moving. Typical for clinics, this makes it difficult to keep up with staff additions and changes. As clinic chains continue to grow, schedulers need to be able to make changes quickly and efficiently. FastMed also offers a flexible work environment where providers can swap shifts and work partial shifts.

Schedule360™ Solution

FEATURE 1 – Master Schedule

A master schedule is created for each clinic to capture scheduling needs. The master schedule will generate open shifts. Once the shifts are filled with qualified employees the scheduler can publish the monthly schedule.

FEATURE 2 – Preferences Feature

This feature allows schedulers to capture each providers' preferred days to work or not work. These preferences are considered benign requests and are typically taken into account when scheduling, but do not prevent the scheduler from scheduling a provider. The feature can be turned on or off by provider in their employee profile.

FEATURE 3 – Configurable Post and Exchange Feature

This rules-based feature was deployed and configured to allow staff to request shift swaps with a partner. Once the partner authorizes the swap the request is then sent to the scheduler for approval. The requests are compiled into a Post & Exchange report for the scheduler to review and approve or deny. The feature can also be turned on and off through the employee profile.

FEATURE 4 – Granular Data

Schedule360 provides granular data for every shift. When schedulers approve swaps or make shift changes the data is automatically stored in the system under the Shift Details link. The report captures who scheduled the original shift and when, and who made the shift modification and when.

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Outcome

- FastMed captures providers' preferences and makes informed scheduling decisions to cover each clinic's needs.
- They continue to provide a flexible work environment and maintain their role as decision makers, so that the needs of their clinics are being met.
- Schedule360 makes it easy for FastMed to continue to grow by organizing employees and providing the ability to track scheduling changes in real time.

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Web-based Schedule360™ offers the most configurable 24x7 scheduling application available and is designed to automate the labor management processes of employee scheduling. Contact us anytime to learn more how Schedule360™ can help your facility. Call 877.441.5251 or email info@schedule360.com.