



How Space Coast Endoscopy Cut Post-Op Calls by 90% and Achieved an 83% Response Rate with Dialog Health

Less Time on the Phone. More Time for Patients.

The Problem

Like many busy ambulatory surgery centers, Space Coast Endoscopy needed a more efficient way to manage patient communications before and after procedures. Staff were spending valuable time making follow-up phone calls. Traditional outreach methods created administrative work while making it difficult to quickly identify which patients actually needed assistance.

The Opportunity

Space Coast Endoscopy partnered with Dialog Health to streamline patient communication through automated, two-way text messaging. By leveraging this post-procedure outreach, the center not only created a more convenient patient experience but identified for staff patients that needed immediate attention.

The Results

Conversational texting doesn't just reach more patients than calling — it gets more of them to actually engage, which is what makes the call-volume reduction possible in the first place.



90% Reduction in Post-Procedure Calls

Because patients could self-report their status by text, staff avoided 5,471 outbound post-procedure calls — freeing up significant time for direct patient care instead of routine check-in.



83% Patient Response Rate

Of the patients reached, 83% actively replied to the check-in — telling staff, in their own words and on their own time, exactly how they were doing. That's a level of two-way engagement phone-based outreach simply doesn't achieve.



91% Post-Op Message Reach Rate

Nearly every patient discharged from a procedure successfully received their post-op check-in text — a dramatically more reliable outreach method than repeated phone calls and voicemails

Wed, Nov 10 at 1:30 PM

SpaceCoastEndo: We are checking in to see how you are doing after your procedure.

Are you having any problems with fever, discomfort, or bleeding?

Must reply YES or NO

If you have any questions or require assistance, please reply to this message or call our office at [877-666-1132](tel:877-666-1132).

NO. thanks

The Results

Automated, two-way texting does more than lighten the load on front-desk and clinical staff — it changes the shape of patient communication entirely. Instead of blanket outreach to every patient regardless of need, conversational texting lets patients self-identify when something is actually wrong, freeing staff to spend their time on the cases that matter most.

The impact shows up in three ways:

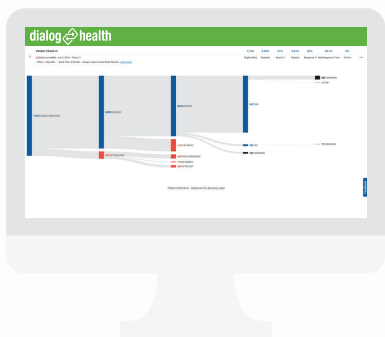
Time back for patient care. With a 90% drop in post-procedure calls, staff hours once spent on routine check-ins are now available for direct patient care and higher-value work.

Better outcomes through faster and accepted channel.

A 91% reach rate and an 83% response rate mean patients aren't just receiving messages — they're engaging with them, flagging fever, pain, or bleeding the moment it happens instead of waiting for a scheduled callback that may come too late.

Revenue protection at scale. Reliable, automated outreach closes the gaps traditional phone-based workflows can't: fewer missed messages, fewer no-shows, more consistent follow-up, and less revenue lost to breakdowns in communication.

For ambulatory surgery centers balancing lean staff against growing patient volumes, conversational texting isn't just an efficiency play — it's a way to protect revenue and improve care at the same time.



"We have reduced our Post-Op calls by 90% with Dialog Health. We used to spend hours every week on routine follow-up with frustrating results. Now, we see over 80% of our patients respond via text which allows our staff to focus on care instead of the phone calls."

**— Lynn Drake, Center Administrator,
Space Coast Endoscopy Center**

Case Study Reduced Post-Op Phone Calls by 90%

The Conclusion

By replacing routine phone calls with automated, conversational texting, **Space Coast Endoscopy cut post-procedure call volume by 90% and achieved an 83% response rate.** Giving patients a faster, more direct way to flag problems — protecting staff time, revenue and patient outcomes.

The Results

90%

REDUCED POST-OP CALLS

83%

RESPONSE RATE

91%

REACH RATE

Priceless

LESS TIME ON THE PHONE

Dialog Health's HIPAA and TCPA - compliant texting solutions are cloud-based, easy-to-use, and proven to improve patient engagement while increasing staff productivity.

Powerful mobile solutions, better engagement for today's world.

Contact Us To Learn More

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