

Connected healthcare. Smarter provider operations.

Unifying capacity, compliance and financial management for behavioural telehealth.

A leading provider of remote psychiatric healthcare services in the United States, partnering with healthcare facilities nationwide, yet struggling with critical operational gaps. Facilities were leaving valuable provider time unused, while contracted consultants sat underutilized and eager for more work. Patients were missing access to qualified psychiatric professionals, and the business was hemorrhaging potential revenue. The company needed a smarter way to align provider availability with patient demand before the cost of inefficiency became irreversible.

KEY CHALLENGES

- Disconnected systems including MDStaff, Workable, Salesforce and Athena
- Manual capacity planning and spreadsheet-based analysis
- Provider availability not always aligned with patient demand
- Limited visibility across costs, revenue and cash flow
- Complex certification and regulatory requirements
- Siloed information slowing operational decision-making

CLOCKWORX SOLUTION

- Unified operational information into a single management view
- Visualised provider supply, patient demand and coverage in real time
- Matched providers to facilities based on availability, capacity and qualifications
- Enabled scenario testing and proactive provider assignments
- Centralised certifications, grants, approvals and sanctions
- Integrated financial tracking, reconciliation, cash flow and profitability analysis
- Delivered dashboards and alerts for faster, data-driven decisions

RESULTS AND IMPACT

Better
provider
utilisation

Faster
capacity
planner

Stronger
compliance
readiness

Greater
financial
visibility

Fewer
manual data
hand-offs

Real-time
operational
insights

This Capacity Planning solution delivered immediate impact while eliminating operational inefficiencies, ensuring full compliance, and unlocking deep financial visibility. Consultants stayed engaged and fully utilised, patients gained consistent access to qualified psychiatric care, and revenue opportunities that were once slipping through the cracks were finally captured. They now are equipped to lead remote psychiatric healthcare delivery across the whole country, not just in reach, but in performance

BUSINESS VALUE

More efficient provider allocation.
Better alignment of capacity with patient demand.
Reduced operational complexity.
Centralised compliance management.
Clearer financial oversight.
Scalable, data-driven healthcare operations.

