Logic Health Case Study

Logic Health is a leading Australian occupational healthcare provider apart of the ForHealth Group, Australia's 2nd largest primary healthcare provider nationally. Logic Health's network comprises over 40+ clinics nationally based on coverage and clinic availability.

Challenges

- Same-day or near same-day bookings were not possible with no system to surface available capacity to public, recruiters and others

- Medical assessments not available to be booked online because end users are not aware of which assessments they need

- Candidates and recruiters would send disparate medical documents via email, fax and other methods but not recorded against a single client profile

Solutions - customers

- Created and leveraged custom booking pages for different custom subsets which surface clinic availability based on location or other criteria

- Inject different survey form templates created on AtlasOne's enterprise survey system onto booking pages to help customers match the medical assessment to the job role they need

- Enable the upload question on the survey form so customers can add important documents in preparation for the medicals
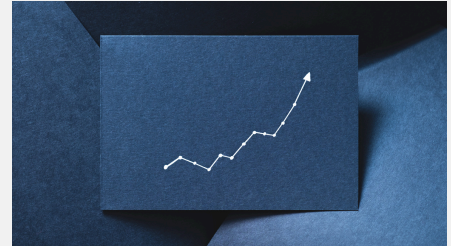
Solutions - admin

- Provide calendars showing all bookings and free availabilities across the Logic Health network per location

- Dispatch booking confirmation details via email and SMS and send reminder notifications for bookings

- Leverage survey link functions that can dispatch a digitised medical survey to the client or candidate linked to the client profile so that the practitioner can edit/view

- Share online bookable links to specific subsets of customers to book anytime they needed

- Share embeddable bookable links to customers to book anything they need

Key Metrics

Logic Health Network of Centres
X3 Online Bookings in 3 months

Digitisation of Medicals
Preparation to digitise medical assessments data consistency, storage and security

People Served
10,000 - 100,000's of Australian's served