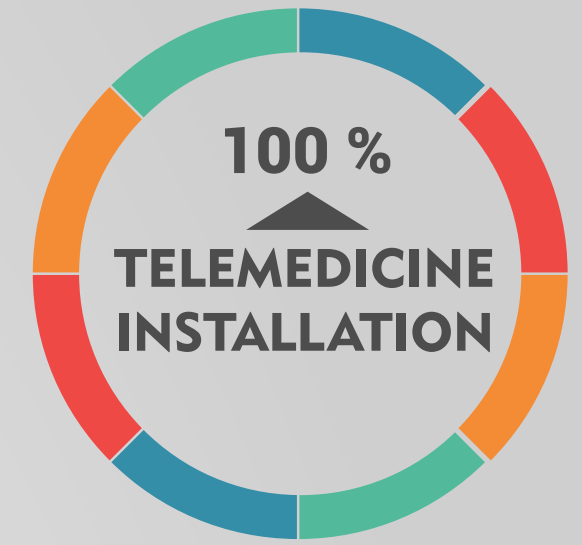
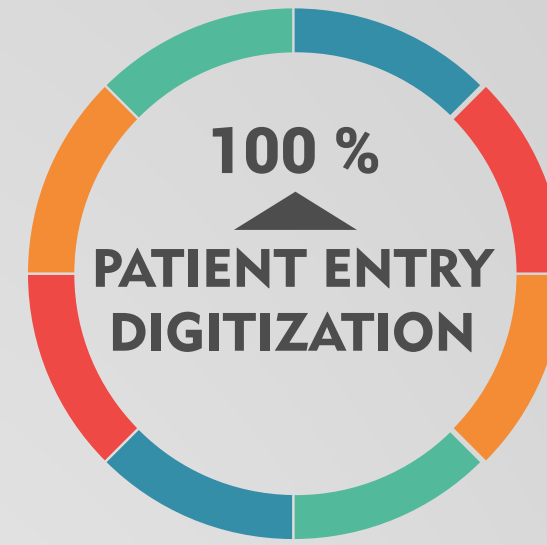
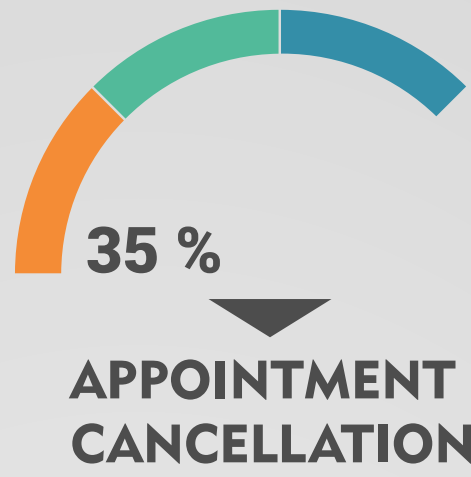




**Dr. KESHAV NARAIN (MD)**  
 SOUTH BAY RETINA ([www.southbayretina.com](http://www.southbayretina.com))

Keshav Narain is a Retina Specialist & Surgeon located in Sunnyvale, CA & Gilroy, CA. He is also a consulting Ophthalmologist at El Camino Hospital & Research Center.

South Bay Retina formed in 2000 by Dr. Keshav Narain, MD is a retina disease and surgery specialty practice. There are two locations across in CA, Gilroy and Sunnyvale.



- 1 Remote Patient Management/Tele-medicine integrated feature on the website across both the practice locations
- 2 Reduced Dependency on paper based patient entry forms and automate the same.
- 3 Improve customer interaction experience by having an appointment management system integrated with their existing Google Business Suite.
- 4 Online custom and intuitive practice details which is a reflection of the practice than a canned off the shelf themed template.

**SOLUTION**

Epikso's all-in-one platform built a custom customer intuitive online experience leveraging the best in web industry standards.

**SOLUTION HIGHLIGHTS**

Enabled capturing audiences across all communication channels – text, phone, social, email, video.

Responsive and custom online appointment booking system integrated with Google Calendar.

Appointment reminder system tailored to customer's communication preferences – SMS, Email, Phone, Social.



Dashboard and Key performance indicators for insights into the new web platform per potential patient's visit.

Ability for patients to submit their forms online than on paper

Remote Patient Management Tele-Medicine Video Experience for Patients.



**BUSINESS IMPACT**



Reduced appointment cancellations by over 35%



Unique practice differentiator in local community with 'Remote Patient Management/Tele-medicine' integrated offering.



100% patient forms automated, reducing wait times by over 60%.



Reduced marketing costs and enhanced patient experience.