

Balance Urgent Care and Cosmetic Demand Without Overwhelming Your Dermatology Team

See more patients with full schedules and cancellation recovery. CareDesk separates medical urgency from cosmetic demand so the right patient fills the right slot, every time.

How Your Dermatology Scheduling Works

Rashes, acne, mole checks, and cosmetic consults all arrive through the same channel. **CareDesk captures lesion changes, skin cancer history, and biopsy status upfront**, applies your triage rules in real time, and hands your team the full picture, so a changing pigmented lesion never sits in the same queue as a Botox consult.



WORKFLOW 01

Changing Pigmented Lesion

Urgent cases get seen faster because risk is flagged the moment your patient describes it. The earliest medical slot is matched automatically, with lesion history and changes already captured so your staff aren't piecing things together.



WORKFLOW 02

Cosmetic Consultation Request

Cosmetic requests go straight to your cosmetic pathway without getting in the way of medical access. The right provider, room, and schedule block are selected, so your team doesn't have to sort it out manually.



WORKFLOW 03

Post-Biopsy Follow-Up

Your follow-ups happen on schedule with full context. Pathology status, the responsible provider, and the right timing are already in place before your staff pick it up, and next steps line up automatically based on your protocol.

What Your Peers Are Seeing



A patient called about 'a mole my husband says looks different.' Elevate Copilot immediately flagged 'Changing pigmented lesion, ABCDE concern: recommend urgent evaluation within 2 weeks.' That risk recognition from patient language alone is exactly what we need.

ADVANCED DERMATOLOGY GROUP



Our cancellation fill rate went from 60% to 94% after implementing CareDesk. The system knows which patients on the wait list have medical urgency versus cosmetic interest, so opened slots fill with appropriate priority automatically.

COASTAL SKIN INSTITUTE

94%

Cancellation fill rate (up from 60%)

2

Tracks kept separate: medical & cosmetic

0

Urgent lesions missed at intake

Source: Customer data on file, Keona Health.

Map My Top 3 Derma Call Types

We map your top three call reasons and show how routing, triage, and waitlist prioritization work in your environment.

TALK TO US

www.keonahealth.com

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