

— BUYER'S GUIDE

Best Patient Scheduling Software **2026**

A side-by-side comparison of the top ten patient self-scheduling platforms. **What the features actually do, who builds them, and how each vendor stacks up** on the work that matters to specialty practices.

INSIDE THIS GUIDE

- The 16 features that separate basic scheduling from intelligent patient access
- A 10-vendor feature matrix, at a glance, AI capabilities called out
- Honest profiles of every major independent platform

What Is Patient Self-Scheduling Software?

Patients call during lunch, after hours, or between meetings. Too often, they hang up before anyone picks up. **That appointment never gets booked, and your front desk never knows it happened.**

Patient self-scheduling changes that dynamic. A cloud-based self-scheduling platform lets patients book their own appointments anytime, without needing to call or wait on hold. The right system handles routine bookings end-to-end and routes complex needs to staff with full context already in hand.



*The market splits into two camps: **independent self-scheduling platforms** (purpose-built for patient access) and **scheduling modules inside EHR/PM systems** (functional, but rarely AI-driven). This guide focuses on what each side does well in 2026.*

How Self-Scheduling Improves Healthcare Operations

Eight measurable benefits show up across practices that adopt a modern self-scheduling platform:

01 Greater patient satisfaction

Patients appreciate having total control over their scheduling options.

02 Anytime, anywhere booking

Appointments can be booked when the office is closed.

03 Reduced call volume

More self-scheduled patients means fewer calls for providers and contact centers.

04 Fewer scheduling errors

AI can guide your patient to the right appointment for fewer mistakes.

05 Improved provider satisfaction

Deterministic rules let providers maintain control over their scheduling preferences.

06 Lower acquisition costs

Patients seek out practices that offer self-scheduling, lowering cost-to-acquire.

07 Increased patient retention

Patients with self-scheduling experience keep using it to book their next visit.

08 Maximized revenue

7+ more weekly appointments, fewer no-shows, and stronger retention raise top-line revenue.

The Best Patient Scheduling Companies

Two distinct groups of vendors offer patient scheduling in 2026. The independent platforms compete on depth of patient-access workflow; the EHR/PM vendors compete on the convenience of one less system to integrate.

INDEPENDENT PLATFORMS

Purpose-built for patient access

- **Clearstep** AI triage

- **Experian Health** Identity + access

- **Keona Health** AI access + scheduling

- **Kyruus Health** Provider matching

- **Luma Health** Patient comms + AI

- **Lumeon** by Health Catalyst

- **Mend** Behavioral health AI

- **Phreesia** Intake → scheduling

- **Dash** formerly Radix Health

- **ZocDoc** Consumer marketplace

PRACTICE MGMT & EHR

Scheduling inside the chart

- **Veradigm** formerly Allscripts

- **Athena Health** Cloud-native PM

- **Oracle Health** formerly Cerner

- **Epic Systems** MyChart

- **NextGen** Ambulatory-focused

EHR-native scheduling is convenient, but rarely AI-driven. Most rely on rules engines built before the modern AI scheduling era, and lack the patient acquisition and outreach tools the independents have made standard.

How we picked. Vendors had to (1) sell into U.S. medical practices, (2) offer patient self-scheduling as a core product capability, and (3) integrate with at least one major EHR or practice management system. The rest of this guide compares the ten independents in detail, the EHR-native modules vary too much by deployment to compare like-for-like.

Competitor capability information in this article is based on publicly available information as of the publication date. Features, pricing, and product offerings may have changed. Please verify directly with each vendor before making purchasing decisions.

The 16 Features That Define Modern Scheduling

Well-designed patient scheduling software contains features that benefit patients, medical practices, and health systems, at the same time. Features marked **AI** require a true AI layer; the rest can be delivered by any modern platform.

FEATURE	WHAT IT DOES	WHY IT MATTERS
Web (no download)	The platform is cloud-based: patients don't need to download an app, or anything else.	Patient acquisition Saves patients the hassle of downloading.
Mobile friendly	Patients can access the scheduling platform on their mobile devices.	Patient satisfaction Mobile convenience boosts satisfaction, acquisition, and retention.
Chatbot	A chatbot answers any questions the patient may have during booking.	Lower costs Real-time assistance reduces staffing expenses and lifts satisfaction.
No login	Patients can schedule appointments without creating a username or entering a password.	Ease of use Eliminates a common drop-off point, boosting acquisition and retention.
AI Provider controls schedule	Practice establishes rules and guidelines for scheduling that align with operations and provider preferences.	Provider buy-in Dramatically improves provider satisfaction, they love having control over their schedules.
AI Clinical guidance	Built-in clinical guidance such as Schmitt-Thompson Clinical Content directs intake decisions.	Simplifies workflows Ensures patient safety and streamlines digital triage processes.
AI Symptom bot	A digital symptom checker uses natural language processing to screen each patient's specific symptoms accurately.	Patient safety Improves patient safety and streamlines triage workflows.

Continued on the next page →

16 Features (continued)

FEATURE	WHAT IT DOES	WHY IT MATTERS
AI Automated patient matching	AI matches patients to the right provider for both the patient's care needs and the provider's scheduling requirements.	25%+ online scheduling Enhances accuracy, maximizes revenue, lowers staff stress.
AI Scheduling optimization	High-value appointments are prioritized, and scheduling capacity is optimized across the calendar.	Eliminates errors Fuller, better schedules boost revenue and provider satisfaction.
Appointment reminders	Patients are automatically sent reminders via text and email ahead of their appointment.	Less patient leakage Cuts costs by reducing no-shows and improving retention.
Secure messaging	HIPAA-compliant messaging lets patients and providers seamlessly and privately communicate.	Satisfaction + compliance Improves care and enhances safety.
Waitlist	When slots are full, the system books the appointment and offers a waitlist that auto-rebooks if an earlier slot opens.	Maximizes revenue Boosts earnings by enlarging effective scheduling capacity.
Rescheduling	Patients can reschedule or cancel any appointment without calling or interacting with anyone.	Satisfaction + lower cost Patients love the convenience; staff get the time back.
Healthcare campaigns	Email/SMS campaigns with tailored links for scheduling, rescheduling, and cancellation, used for preventive health, follow-ups, weather closures, vaccine outreach, and more.	Population health + revenue Encourages comprehensive patient health while better managing program scheduling.
Digital marketing campaigns	The platform provides healthcare organizations with the data needed to conduct effective online marketing campaigns.	Patient acquisition Get found online, then measure the results.
Front desk & call center scheduling	The same platform can be used not only for patient self-service, but also for call centers and front desks.	Reduce staffing costs Offload calls to self-service to cut staffing and training expenses.
EHR / PM integration	The software integrates with the organization's existing EHRs and practice management systems.	Work with your stack Optimizes staff workflows, which in turn maximizes revenue.

Side-by-Side Feature Comparison

Ten independent patient-scheduling platforms across the sixteen features above. **Keona Health** is highlighted in orange, see the next pages for vendor-by-vendor commentary.

FEATURE	Keona Health	Experian	Kyruus	Luma	Lumeon	Mend	Phreesia	Dash	ZocDoc	Clearstep
Web	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile friendly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Chatbot	✓	–	–	✓	–	–	–	–	–	✓
No login	✓	–	–	✓	✓	✓	✓	–	✓	–
Secure messaging	✓	–	–	✓	✓	–	–	✓	–	–
Reminders	✓	✓	–	✓	✓	✓	–	✓	✓	–
Waitlist	✓	–	–	✓	–	–	✓	✓	–	–
Rescheduling	✓	–	–	✓	–	✓	–	✓	–	–
Healthcare campaigns	✓	✓	–	✓	✓	–	✓	✓	–	–
AI Automated patient matching	✓	✓	✓	–	–	–	–	–	–	–
Front desk + call center	✓	✓	✓	–	–	–	–	–	–	–
AI Clinical guidance	✓	–	–	–	–	–	–	–	–	✓
AI Symptom bot	✓	–	–	–	–	–	–	–	–	✓
AI Provider controls schedule	✓	–	–	–	–	–	–	–	–	–
AI Scheduling optimization	✓	–	–	–	–	–	–	–	–	–
Digital marketing campaigns	✓	–	–	–	–	–	–	–	–	–
EHR vendor integrations	8	n/l	3	7+	2	5	13	–	–	–

■ Keona column
 ■ Feature available
 – Not available
 n/l = not listed publicly

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In Focus · Keona Health

The only platform on this list that ships every feature in the comparison, purpose-built around the workflow practices actually run, with AI in the places it matters and rules-based control where it doesn't.



CareDesk by Keona

"We believe that when you craft a caring experience for both patients and providers, great outcomes follow."

40–60%

PATIENT INTERACTIONS
HANDLED
AUTONOMOUSLY

95%

HANDOFF
COMPLETION RATE

60–85%

CALENDAR
AVAILABILITY

2 days

TO TRAIN NEW STAFF
-70%

WHAT YOU GET

A carefully designed AI experience that puts patients and providers first. CareDesk autonomously handles 40–60% of patient interactions, with a 95% handoff completion rate when a live human is needed. Nurse-triage adherence reaches 93%. New staff are productive in two days, a 70% reduction in training time. Practices see 60–85% calendar availability with self-scheduling adoption between 20% and 60%.

PRICING MODEL

Outcome-based pricing. You pay for completed appointments, not platform access.

FEATURES THAT STAND OUT

- ✓ Provider controls schedule
- ✓ AI automated patient matching
- ✓ AI scheduling quality
- ✓ AI symptom guidance
- ✓ Healthcare outreach
- ✓ Digital marketing campaigns

EmergeOrtho doubled call volume in two years without adding a single service staff position.

**CUSTOMER
REFERENCE**

Pages 08–11 cover the remaining nine independent vendors, Clearstep, Experian, Kyruus, Luma, Lumeon, Mend, Phreesia, Dash, and ZocDoc, in the same structure: what they say, what you get, and what you're missing.

Vendor Profiles (1 of 4)

Clearstep

AI TRIAGE · HEALTH SYSTEMS

“WHAT THE COMPANY SAYS:

AI triage, scheduling and care navigation for health systems.”

What you get. Easy to implement, and performs well on the processes it focuses on. Clearstep leans heavily on its triage roots, AI voice triage, an AI health library, and real-time clinical risk evaluation with red-flag detection.

NOTABLE FEATURES

- AI voice triage
- AI health library
- Agentic AI across call centers
- Real-time clinical risk evaluation

MISSING FEATURES

- Provider controls schedule
- Scheduling optimization
- Healthcare campaign support
- Marketing for patient acquisition

Experian Health

IDENTITY + ACCESS · HOSPITALS + PAYERS

“WHAT THE COMPANY SAYS:

Data-driven patient access and revenue cycle management.”

What you get. Experian focuses on large hospitals and payers, leveraging its relationships with payments, registration, and identity to expand patient access. Some AI is used for provider-patient matching, but the solution is primarily focused on back-end operations and integration with existing data systems.

NOTABLE FEATURES

- Patient access curator
- Enhanced universal identity manager
- Automated prior auth to reduce denials
- Coverage discovery for self-pay/underinsured

MISSING FEATURES

- AI symptom bot
- No login
- Provider controls schedule
- Marketing campaigns

Vendor Profiles (2 of 4)

Kyruus Health

PROVIDER MATCHING · LARGE SYSTEMS

“WHAT THE COMPANY SAYS:

The leading care access platform, connecting patients to the right care through data-driven search, scheduling, and provider matching across health systems, medical groups, and health plans.”

What you get. Kyruus focuses on large systems and hospitals. Their biggest customer base uses Cerner, and they've recently added Epic and Athenahealth. No native CRM, Kyruus relies on deep integrations with Salesforce and Microsoft Dynamics 365. The platform facilitates both patient self-scheduling and front desk / contact center scheduling.

NOTABLE FEATURES

- Unified provider data management
- Digital listings on Bing, Google, 100+ health plan sites
- AI-driven sentiment analysis
- 1B+ care searches network

MISSING FEATURES

- No login
- Provider controls schedule
- Secure messaging
- Self-administered customization

Luma Health

PATIENT COMMS · OPERATIONAL AI

“WHAT THE COMPANY SAYS:

Luma's patient success platform unifies and automates the patient journey, from access and scheduling to clinical and financial touchpoints, powered by operational AI.”

What you get. Luma offers AI-powered scheduling, patient messaging, referral automation, and broad EHR integration support. The platform helps healthcare teams manage patient communication from booking through follow-up appointments.

NOTABLE FEATURES

- Conversational AI + smart routing
- Expanded EHR integrations (deeper Epic)
- Patient insights + analytics dashboards
- Automated referral management

MISSING FEATURES

- Provider scheduling control
- Online digital marketing support
- Provider-specific scheduling preferences
- Complex AI scheduling logic

Vendor Profiles (3 of 4)

Lumeon by Health Catalyst

CARE COORDINATION · EPIC + CERNER

“WHAT THE COMPANY SAYS:

Unlock the potential of your care team with clinical automation.”

What you get. Lumeon began as care-coordination software, and that lineage is reflected in its self-scheduling platform. Lumeon integrates with Epic and Cerner and relies heavily on chat interfaces and automation to help coordinators, including automating much of the coordinator's workflow in the call center.

NOTABLE FEATURES

- Health Catalyst Ignite integration
- Advanced clinical analytics
- Expanded EHR + data warehouse integrations
- Remote patient monitoring

MISSING FEATURES

- AI automated patient matching
- Provider controls schedule
- AI symptom bot
- Patient-safety oversight on bot handoffs

Mend

BEHAVIORAL HEALTH · NO-SHOW AI

“WHAT THE COMPANY SAYS:

Behavioral health's AI platform. Mend helps behavioral health organizations run smarter, see more patients, and grow sustainably by turning operational signals into action on top of the systems they already use.”

What you get. Mend offers solid basic scheduling. Its AI focuses on predicting patient behavior, the Attendance Predictor anticipates no-shows and cancellations. Modern UI, self-administered digital forms, and broad EHR/PM integration support.

NOTABLE FEATURES

- Enhanced Attendance Predictor AI
- AI-powered digital forms + intake
- Two-way patient texting with AI
- Group telehealth visits

MISSING FEATURES

- Provider controls schedule
- Secure messaging
- Digital healthcare campaigns
- Front-desk / call-center scheduling

Vendor Profiles (4 of 4)

Phreesia

INTAKE → PAYMENTS → SCHEDULING

“WHAT THE COMPANY SAYS:

SaaS platform for patient intake, access, payments, engagement.”

What you get. Phreesia began with patient intake support, then moved to revenue-cycle tools before finally tackling scheduling. The self-scheduling platform has all the basic, non-AI features you'd expect, including easy patient use and waitlists. **What you're missing.** Sophisticated AI, Phreesia relies on schedule requests with call-backs for complicated appointments, and doesn't support marketing campaigns or proactive outreach.

NOTABLE FEATURES

- Expanded self-service scheduling
- Healthcare campaigns
- Enhanced patient payments + plans
- EHR expansion beyond original 13

MISSING FEATURES

- AI automated patient matching
- Provider control of online schedule
- Healthcare outreach campaigns
- Online marketing campaigns

Dash formerly Radix Health

RULES-BASED · MANY INTEGRATIONS

What you get. A product with many features and integrations. Dash uses rules-based scheduling that allows for patient-provider matchups and can incorporate provider preferences. Real-time insurance eligibility verification, two-way conversational messaging, and AI-powered self-scheduling with Radix's original decision-tree appointment routing. **What you're missing.** AI that can handle complex online schedules. Advanced features aren't self-administered.

ZocDoc

CONSUMER MARKETPLACE

What you get. Listing in a national provider database, backed by ZocDoc's marketing, easy to get found by patients. Web and mobile scheduling, reminders. **What you're missing.** From a marketing perspective, you're contributing to a brand that also serves your competition. From a scheduling perspective, ZocDoc doesn't use AI to handle anything but the simplest of schedules, no rescheduling, no waitlists, no health campaigns, no AI matching or scheduling quality.

The Bottom Line

When choosing patient scheduling software in 2026, you need to maintain control of your providers' schedules while automating patient matching, maximizing the calendar, and optimizing workflows end-to-end.

If those four things matter to your practice, Keona Health is worth a closer look.

A quick buying checklist

01 Does it follow YOUR scheduling rules?

Specialty rules, block times, prerequisites, enforced by the system, not remembered by humans.

02 Does AI match patient to slot?

Without true matching, "self-scheduling" just shifts errors from staff to patients.

03 Does it work for the call center too?

One platform for self-service AND staff scheduling cuts training time.

04 Does it help you acquire patients?

Outreach + marketing campaigns turn scheduling into a growth channel.

READY TO COMPARE ON YOUR TERMS?

See CareDesk mapped to your top three call reasons.

A 30-minute walkthrough on your real scheduling rules, provider preferences, and prerequisites.

[BOOK A DEMO →](#)

www.keonahealth.com

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