Medical Center Ophthalmology Associates

SAN ANTONIO, TEXAS, U.S.A.

Client Profile

- State-of-the-art vision care in South Texas
- 5 locations
- 13 providers
- 6,000 patients per month

Allscripts Solutions

- Allscripts Practice Management™
- Allscripts Payerpath®
- Allscripts® Revenue Cycle Management Services
- Clearwave Express Check-in

"Clearwave was a great decision for our organization. We saw a return on investment right away through increased collections."

—Melissa Perkins, Director of Scheduling

SUCCESS STORY

Self-service registration improves patient experience

Medical Center Ophthalmology Associates (MCOA) offers top-quality vision care and includes outstanding patient experience as part of its mission. To help reduce wait times and improve options for financial transactions, the practice implemented Clearwave, an application available through the Allscripts Developer Program (ADP).

The practice can implement the application because its Allscripts electronic health record (EHR) and practice management solutions are built on an open platform that enables integration with third-party innovations via standardized Application Programming Interfaces (APIs). The self-service kiosks

BETTER PATIENT EXPERIENCE
Less time in waiting rooms and more transparent financial transactions improve satisfaction

REDUCED CHECK-IN TIME
A self-service kiosk reduced patients' average check-in time from 13-18 minutes to 3 minutes

INCREASED COLLECTIONS
Self-service, point-of-care collections average $38,000 per month

REALLOCATED STAFF TO HIGHER-VALUE TASKS
With more than half of patients using the kiosk, 60% of front desk staff were reallocated

Allscripts®

have streamlined the registration process, enabled the reallocation of front-desk staff to higher-value tasks, and increased collections at the point of care.

Shorter check-in process and wait times

Instead of requiring patients to stop at the front desk, fill out paperwork and wait for copies of insurance cards and driver's licenses, Clearwave kiosks provide a user-friendly self-service option. Patients can verify information and check themselves in.

"Clearwave has helped us to more quickly identify bottlenecks, creating a more effective throughput," Director of Scheduling Melissa Perkins said. "It has resulted in higher patient satisfaction and a better office flow from registration to clinic."

More than 80% of MCOA's patients are using the kiosk to check in, and they experience an average check-in time of three minutes. Before the kiosk was available, the average check-in time ranged from 13 to 18 minutes.

Improved collections at the point of service

Today's patients bear more financial responsibility for their healthcare than ever before. It requires healthcare organizations to optimize financial transactions and make it easy for patients to pay copays and balances during their office visits.

Clearwave kiosks verify insurance information in real time, and provide that information to patients upon check-in. It also reflects current balances and different payment options.

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>
> —Melissa Perkins, Director of Scheduling

According to Perkins, in some cases, the kiosk is a more effective way to collect payments than having front-desk staff attempt it. "For example, one patient with whom we always had difficulty collecting, paid $2,000 at her first kiosk check-in," she said. MCOA's collections through the kiosk average $38,000 per month.

More efficient use of staff

MCOA has reached 78% kiosk utilization, which has freed up time for staff for other financial and technical tasks. "We were able to reallocate 16 front-desk employees throughout our five locations," Perkins said. "Today we need only seven front-desk employees organization wide."

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