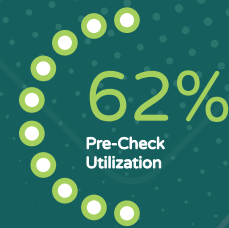
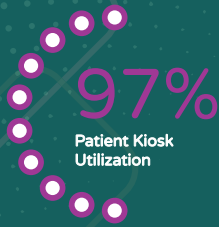


CASE STUDY

95% Co-Pay Collection & Happy Staff - Jordan-Young Institute Makes It Look Easy



“We’re no longer stretched too thin or seeing staff get burnt out. I am happy to share that our staff are enjoying their job. Clearwave lightens the workload and helps us work faster. At this point, I can’t imagine switching to something else, and if we did it would be a loss because this works so well for our practice.”

Tiara Williams
Patient Registration Manager | JYI

Jordan-Young Institute for Joint Reconstruction and Sports Medicine (JYI) manages an impressive patient volume, with 17 physicians and over 20 healthcare providers seeing nearly 500 patients daily. Across their orthopedic, neurosurgery and physiatry departments, JYI was looking to speed up patient registration without overburdening administrative workloads or increasing personnel.

Tiara Williams, Patient Registration Manager at JYI, explains, “We were managing well with our existing systems, but once we implemented Clearwave, we realized just how much more streamlined, efficient and modern our processes could be.”

Challenge:

With patient volumes reaching 300 visits a day in the orthopedic department alone, JYI’s administrative staff faced immense pressure to ensure smooth operations. Manual registration processes, supported by their practice management system, often led to errors in insurance data or patient information and a hectic workload for staff. JYI knew they needed self-service registration and automated eligibility solutions that could go beyond what their PMS offered.

Williams shares, “Originally, we were just using our staff, PMS and EHR to support patient registration, but this process didn’t catch issues like inactive insurance or incorrect subscriber details. We only discovered problems after claims were rejected, which affected our entire billing process and created extra work for our staff.”

Additionally, patients were often required to spend more time at the front desk for manual check-ins, creating longer wait times and increasing the burden on staff. “We had six people at the front desk trying to manage hundreds of patients. It wasn’t sustainable,” Williams explains. “We needed a way to lighten the load, while improving the overall patient experience.”

Registration Solution:

JYI implemented Clearwave Registration, Eligibility and Communications to optimize staffing and improve patient experiences. Williams explains their process today, “We’ve dropped our wait times and we’re able to see more patients. We would not be able to see the number of patients we see without the kiosks. Instead of calling up 300 patients, which we wouldn’t be able to do originally, patients can check in themselves, without staff intervention. They can scan their insurance cards, fill out any quick forms and make payments all on their own.”

Of the transformation, Williams says, “It’s been impactful to see everything that Clearwave does to lighten workloads. We’re no longer stretched too thin or seeing staff get burnt out. I am happy to share that our staff are enjoying their job, and it’s less chaotic for them. While there is always a lot to get done, Clearwave helps us do it faster. At this point, I can’t imagine switching to something else, and if we did, it would be a loss because this works so well for our practice.”

Since implementing patient-led registration via pre-check and kiosks, JYI sees average check-in times of under two minutes, with pre-checked patients completing registration in less than 90 seconds. Williams notes, “Patients like being able to put their eyes on their information and payments. They can easily see if their insurance needs to be updated, rather than just telling us it hasn’t changed, and the automatic scanning of insurance cards is an amazing time-saver for our staff.”

The practice sees 97% patient adoption of self-registration kiosks, with 62% of patients also taking advantage of pre-registration prior to their appointments. Williams notes, “We love when patients pre-register because it makes check-in shorter for them and it gives our insurance verifiers extra time to get ahead. Also, if that patient ends up being late, they’ll have even less to take care of when they arrive, so we can get their appointment back on time.”

The patient-led kiosks support JYI in driving consistent

monthly co-pay collection rates of 95%. “We’ve always put strong emphasis on collecting at check-in and making sure it’s accurate, because it comes full circle. The kiosks help make it happen, and patients are more willing to pay when they can see it right there on the screen,” Williams shares. “It’s also nice that they can pay privately, it’s more personable for our patients and helps our staff avoid those awkward conversations.”

JYI significantly improved patient data capture and eligibility verification, streamlining claims processing. Williams notes, “We didn’t realize how much Clearwave would help us catch the little details, ones that we wouldn’t have been able to catch before. Patients may be off by a number when writing down their information or could easily put in the wrong insurance card. The dashboard makes us aware of these issues so we can proactively solve them. We have a lot less errors, which shows that our previous claim rejections challenges could have been prevented with Clearwave.”

Williams discusses how the Staff Control Center Dashboard speeds up verification tasks, “Clearwave will tell us anything that’s wrong. For example, the dashboard will tell us if a subscriber is incorrect and even the name of the subscriber. It will indicate if a self-pay patient actually has a Medicaid policy, so we know how and what to collect.” Williams says, “At the front desk, it’s helpful to have all of the daily patient information in one, easy-to-use dashboard.”

Patient tracking between the kiosks and the dashboard has also become a time-saving benefit. Williams highlights, “Patient tracking is huge for us. With the layout of our office, I can’t tell you how many patients go to the wrong area. Now, we’re able to see which kiosks patients check in at and can quickly chat with our staff to get them to the right location. It’s a small thing, but it saves our staff the time and effort every day, by no longer chasing down those patients.”

Patient Experience & Revenue Results:

- 97% Patient Kiosk Utilization
- 95% Patient Co-Pay Collection Rate
- 71% Appointments With Reminders Confirmed
- 1m 43s Average Check-In Time
- 1m 17s Average Express Check-In Time

About Clearwave

Specialty practices choose Clearwave to optimize staffing, accelerate revenue and enhance patient experiences. Through our Patient-Led Self-Service Platform—offering scheduling, registration, clinical intake, communications, payments and multi-factor eligibility™ verification—you can enhance practice productivity day in, and day out. Clearwave extends PMS/EMR capabilities to reduce staffing strains while helping you put patients first and reduce profit leaks. With a commitment to innovation and superior client success, you can trust Clearwave to help you navigate the evolving healthcare landscape. Enhance productivity and patient experiences with Clearwave’s patient-powered solutions today, www.clearwaveinc.com.