

Automated Workflows and Digital Communication Improve Staff Productivity & Patient Check-in Experience

Customer Story

Provider Count: 29 | EHR: Veradigm EHR | Locations: 6 | Specialty: Pediatrics

Established. Committed. These are the words to live by for Jeffers, Mann & Artman (JMA) Pediatrics - a patient-driven medical home located in the state of North Carolina.

When long queues became a daily sight, Ashley Boswell, Sr. Supervisor at JMA, felt the clinic had to re-examine its operations.

"A lot of our patients and parents were always waiting in line. Collecting demographics, insurances, and getting policies signed off on paper was inconvenient. It hindered our customer service", recollects Ashley.

As the Operations Manager, Debra Desantis had seen firsthand the rippling effects of paper-based check-in on the operations.

"The practice was receiving a lot of return mail due to bad addresses, and the phone numbers on file were incorrect. It was really challenging for our staff to keep up", she added.

It was clear that the manual check-in process was the root cause of inefficiencies. JMA decided to look into kiosks and digital modes to assist in facilitating the check-in process.

Setting up the digital front door

Eliminating time-consuming and redundant paperwork was the foremost priority. So introducing pre-registration and automated workflows was an obvious first step.

"Parents appreciated doing pre-registration before they got into the clinic. This reduced the time they had to wait in line. We have a lot of praise from parents", said Steven Williams, Medical Front Office Supervisor.

Completing the forms before coming in allowed the patients to go in and out of the office a lot faster. The result?

JMA reduced wait times by 10 minutes per patient

The change brought in several unique benefits for the practice's operations too.

- ▶ CheckinAsyst's **tailored workflow** allowed them to trigger appropriate forms for different appointment types. Capturing relevant patient information and consents became a breeze with this digital setup
- ▶ The pediatric workflow helped the practice remain **HIPAA-complaint**. If someone other than the parents accompanied the patient, they could access only limited patient details and be directed to the receptionist for assistance
- ▶ The robust **integration with Veradigm EHR** made workflows more effective. The team could choose which patient data could flow into the EHR, ultimately eliminating manual efforts

Adapting to the onset of COVID-19

JMA was getting accustomed to the new way of things when the pandemic hit globally. Almost overnight, JMA had to rethink its intake workflow.

Fortunately, they were already using pre-registration. Adding no-contact arrival confirmations allowed them to transition into a zero-touch workflow instantaneously. This way, JMA continued to stay open and serve patients with minimal infection risk.

Saving staff hours with digital communication

Adopting digital tools for patient communication was the next step. The earlier process of appointment reminders relied on manual efforts. The staff had to create a patient list each time and used a combination of SMS, calls, and emails. This was time-consuming and drained the staff's productivity. With automated appointment reminders from CheckinAsyst, the JMA team **saved approximately 3 hours of manual work daily**.

Sending mass communication was a struggle too. Using CheckinAsyst, the staff was able to send broadcast messages to a targeted audience with minimal effort. And by saving the broadcasts for future use, the practice didn't have to reinvent the wheel. Promoting the Influenza vaccine was one such example.

Reaching a large patient population with broadcast messages took 15 minutes compared to the earlier 1-2 hours

The modular approach to building efficiencies

With HealthAsyst's modular approach and easy-to-learn efficient workflow, JMA eliminated their pressing bottlenecks without overburdening their staff.

“Working with CheckinAsyst® has helped realign and automate our processes. We can get the necessary information and deliver care in a timely fashion. This has alleviated our staff and patients' stress. That's been a strong point of working with CheckinAsyst and why we will continue to do so.



Steven Williams
Medical Front Office Supervisor
JMA Pediatrics

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