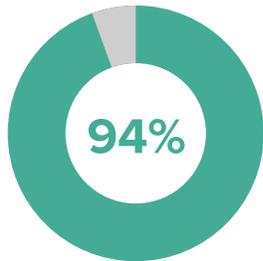


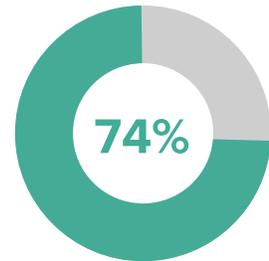
# Health System Creates a Consistent Check-In Experience for Their Patients



**94% patient utilization**  
of Clearwave Solutions



Average patient  
**check-in time**



**74% average reduction**  
in check-in time

“The average check-in time at the kiosk is just over two minutes. A registrar can not work that fast with a high level of accuracy, but our kiosks can.”

**Jeri Pack**

CHAM, Director, Revenue Cycle Solutions | Baptist Health

Baptist Health, located in Montgomery, Alabama, is comprised of three hospitals, one outpatient cancer center, five outpatient imaging centers, one outpatient surgery center, as well as multiple physician groups and breast health clinics, which collectively operate on six different scheduling/billing systems.

## Solving Some Large Issues

In 2012, the health system recognized the following issues impacting its revenue cycle and registration process:

- High deductible health plans had shifted the burden of payment from the insurance company to the patient
- Patient record management issues resulted in the creation of duplicate records and the inability to accurately identify patients across multiple disparate scheduling and billing systems

- Inconsistent registration processes did a poor job in capturing critical data (e.g. patient demographics, insurance, etc.), resulting in a high rate of claim rejections and returned mail
- An excessive amount of time was being spent by administrative staff and clinicians in complying with HIPAA and Meaningful Use criteria

## Achieving Results With Clearwave

Clearwave’s self-service kiosk solution creates one consistent registration process throughout the health system and improves the patient experience across the Baptist Health system. The Clearwave self-service check-in process automatically verifies a patient’s insurance and demographics, eliminates paper forms and collects the patient’s payment, all in less than three minutes. The Clearwave solution is customized for the specific needs of different

clinical environments and interfaces seamlessly with the multiple scheduling/billing systems, providing one system-wide application for verifying eligibility.

## STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2012
- **Implemented Mobile Pre-Check™:** 2016
- **Hospital Information System:** McKesson Star / Cerner
- **Current Number of Kiosks:** 82
- **Initial Number of Kiosks:** 10
- **Patient Utilization:** 94%
- **Increase in Payment Collections Year Over Year:** 157%
- **Average Reduction in Check-In Time:** 74%
- **Clearwave Check-In Time:** 2 minutes 18 seconds, down from 9 minutes 22 seconds

## Benefits From Clearwave's Solutions

- **Speedy Check-In:** Due to a dramatic decrease in patient registration time, the front desk workload has been reduced and lines have been eliminated
- **Reduction in Errors:** Duplicate patient records are identified in real-time at check-in, so the health system can immediately review and fix the issue
- **Seamless Integration:** Across the health system's various hospital and clinical environments, 94% of the patients register at the kiosk
- **New Opportunities:** The opportunity to use targeted advertisements for specific services lead to 24% of current and former smokers requesting to have the hospital's new lung cancer screening when asked at the kiosk
- **Multilingual:** All of this is done in the end-user's native language, which has dramatically reduced the length of check-in and the possibility for errors due to language barriers

To learn more about Clearwave, [request a demo](#), or visit us at [clearwaveinc.com](http://clearwaveinc.com)