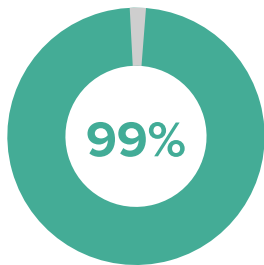


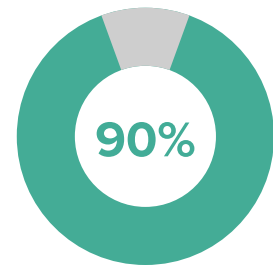
Orthopedic Center Improves Claims Rejections



99% patient utilization
at Clearwave kiosks



Average patient
check-in time



90% average reduction
in check-in time

“People have asked if the kiosk made check-in impersonal, and I said no, **really it improved it**, because now **they see a face** when they walk in versus the top of somebody’s head.”

Lisa Warren

CEO | Andrews Sports Medicine and Orthopaedic Center

Andrews Sports Medicine and Orthopaedic Center is a busy practice located in Birmingham, Alabama serving approximately 280-350 patients per day. Lisa Warren, CEO of Andrews, wanted to streamline the front and back office workflow processes. She also wanted to find a solution that would improve the overall patient experience and reduce patient wait times.

Andrews Needed to Solve Several Problems

- Patients had a long waiting room time made worse by having patients fill out redundant paperwork
- Staff had no efficient way to engage with patients about past due payments or point-of-service collections
- Errors in patient data resulted in rejected and returned claims with insurance companies

- Significant time was wasted having to follow up with patients to correct data discrepancies
- The insurance eligibility screens generated by the PMS were inconsistent and difficult to interpret by front line employees

Partnering With Clearwave for a Solution

Andrews Sports Medicine and Orthopaedic Center chose Clearwave because of the many features the platform provides, as well as the ability to integrate with their backend system. The Clearwave system checks eligibility and benefit information in real-time, alerting staff and patients immediately about the most up-to-date benefit information.

After implementation, patients were able to quickly check in, pay copays and/or outstanding balances directly at the kiosk and then be seated until it was time to be seen by the physician.

STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2015
- **Practice Management System:** SRS/Systemedx
- **Initial Number of Kiosks:** 6
- **Current Number of Kiosks:** 11
- **Average Amount of Monthly Eligibility Checks:** 35,202
- **Clearwave Check-In Time:** 2 minutes 30 seconds, down from 30-40 minutes

Additionally, if there are any errors or inconsistencies in the patient data, it is flagged in the staff portal and the staff member can immediately follow up with the patient to clear any data errors. This dramatically helps Andrews with submitting cleaner claims to insurance providers, drastically reducing rejected and/or returned claims.

A Solution That Works

- Reduction in check-in times due to less paperwork
- Point-of-service collections running more smoothly with the ability to take payments at the kiosk
- Having a cleaner workflow including Clearwave's alerts and flags so staff know when to immediately follow up with a patient
- Ability to check eligibility and benefit information in real-time, saving time for other tasks
- Better overall patient experience due to shorter waiting room time, less paperwork and a more organized front office

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