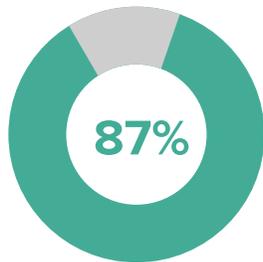


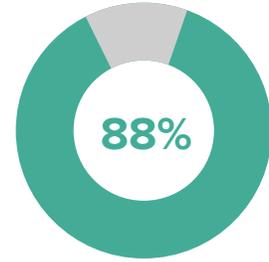
# FQHC Sees **157%** Increase in Payment Collections



**87% reduction** in check-in times



Average patient **check-in time**



**88% patient utilization** of Clearwave kiosks

“We are **so pleased with the results** we are getting with Clearwave. The platform is doing everything the Clearwave team said it would, and more.”

**Marta Moura, AVP**

Site Operations | Greater Lawrence Family Health Center

Greater Lawrence Family Health Center (GLFHC), located in Lawrence, MA, is the second largest Federally Qualified Health Center in the state, and the first teaching health center in the country. GLFHC employs over 100 family practitioners, 37 family medicine residents and over 600 employees. They offer full spectrum primary care to over sixty thousand patients across 9 clinical sites. GLFHC’s core mission is to improve and maintain the health of individuals and families in an underserved urban community.

GLFHC registers over 1,000 patients per day. Before implementing Clearwave, registration during peak times was especially frustrating, as patients would often wait in line for upwards of 20 minutes to be checked in. With a largely multi-cultural patient population, the front desk required extra time to assist patients for whom English was not their first language. Leadership wondered if self-service was a good solution to improve their workflow processes and increase patient satisfaction.

After evaluating all vendors on the market, GLFHC chose Clearwave to help streamline its processes and were particularly excited that Clearwave offered multi-language options. GLFHC has now deployed a total of 20 kiosks throughout the campus. Today there is no wait, with the average check-in time of about 2 minutes. There has been significant impact on patient satisfaction, keeping patients on time for their appointments and getting them back to see their provider more quickly.

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

#### STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2015
- **Practice Management System:** GE Centricity
- **Current Number of Kiosks:** 20
- **Increase in Payment Collections Year Over Year:** 157%
- **Average Check-In Time:** 2 minutes 6 seconds
- **Average # Patients/Day:** Over 1,000