

# North Idaho Dermatology Reduces Check-In Times To Under Two Minutes

## Increasing Patient Volume

Located in Coeur d'Alene, Idaho, North Idaho Dermatology has 4 locations that serve 30,000 patients a year. Their practices have services ranging from surgical offerings to full spa offerings including several estheticians. They went live with Clearwave in 2014 and began seeing immediate and drastic changes to their check-in times, allowing providers to add one patient a day. Check-in has become so fast that the medical side has a hard time keeping up. Patients are often waiting for the doctors and nurses to bring them back instead of doctors and nurses waiting for check-in to be completed.

“Our check-in times before Clearwave were 7-15 minutes. After implementing Clearwave, it is now one minute and 55 seconds – and that’s for both new and returning patients.”

**Grant Ely**

CEO, RN | North Idaho Dermatology

## Driving Additional Value

North Idaho Dermatology began looking into additional ways to enhance their check-in process in order to:

- Provide patients with enhanced customer service through additional staff interaction
- Optimize limited front desk space while providing an open and modern atmosphere
- Increase investment opportunities

## Creating Intimate Customer Interactions

North Idaho Dermatology implemented the Clearwave Connect tablet solution first by positioning the tablet on the front desk as a tool for staff to interact with and provide more intimate customer interactions.

The patients of North Idaho Dermatology value face-to-face interactions with the front office staff, and the tablet was the perfect solution to provide that experience. By using the tablet solution, their practice has increased space in their waiting room which transformed the overall environment, making it much more welcoming.

## Increasing Payment Collections

North Idaho Dermatology has switched their collection method to Clearwave, because it automatically transfers payment data into their EHR, saving them time and effort. Additionally, patients like the tablet and trust paying on the tablet due to the familiar payment process, which has increased collections for the practice.

## STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2014
- **Practice Management System:** GE Centricity
- **Total number of kiosks:** 5
- **Total number of tablets:** 3
- **Average number of patients per year:** 30,000
- **Check-in time before Clearwave:** 7-15 minutes
- **Clearwave check-in time:** 1 minute 55 seconds

The tablet's subscription based pricing model allows North Idaho Dermatology to afford more check-in stations, eliminating lines and increasing efficiencies.

### A Win-Win Solution

Implementing Clearwave's solution has not only led to happier patients, but has increased staff satisfaction as well. Staff are happy they get to spend more time engaging with patients instead of dealing with data entry. Patients are seeing an increase in value by getting a more personalized experience, leading to both staff and patient retention.

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