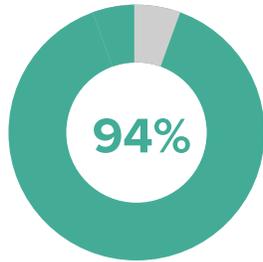


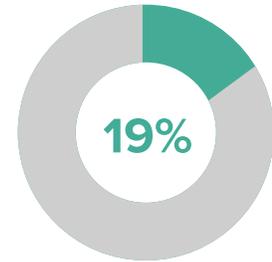
Clinic Sees 19% Increase in Payment Collections



94% Patient Utilization of Clearwave's check-in solutions



Average monthly collections



19% increase in payment collections year over year

“Through Clearwave, we have created an **efficient check-in process** with easy access for staff to update and review patient information. Clearwave Support is top notch, great to work with and **swift with solutions.**”

Elaine VanDootingh

Revenue Cycle Supervisor | North Ohio Heart

North Ohio Heart (NOH) is a large cardiology and primary care practice that is part of the University Hospital System. With nine offices in strategic community locations, NOH logged over 130,000 office visits in 2017. On average, the practice sees 500 patients per day. They have also been a recognized leader in Physician Quality Reporting Initiative (PQRI), Meaningful Use (MU), and quality measurement initiatives for many years. Priding themselves on being an early adopter of new technologies, they have implemented EHR technology, paperless office environments, high tech for charge entry, and since 2013, patient check-in kiosks.

Prior to installing the Clearwave solution, NOH's waiting room was congested, due to long lines stemming from a slow check-in system. Patients were unhappy with the sluggish intake process,

as well as a lack of privacy when discussing their personal health and financial information with the practice staff. Staff were so busy that they often didn't get to focus on tasks that were not related to patient intake.

Once North Ohio Heart implemented Clearwave, these front desk issues became a thing of the past. Many patients surveyed over the years said they loved the self check-in process, stating that it is much more efficient than the previous manual system. They also stated that now they feel their personal details remain confidential, since personal questions are addressed through the kiosk check-in and nothing needs to be discussed aloud and in front of other patients or staff.

Practice staff have also seen numerous benefits after adopting Clearwave. Eligibility errors have

STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2013
- **Current number of kiosks:** 19
- **Initial number of kiosks:** 2
- **Patient utilization:** 94.2%
- **Practice Management System:** AllScripts
- **Increase in payment collections year over year:** 19%
- **Average monthly collections:** \$55,000
- **Clearwave check-in time:** 1 minute 53 seconds

been greatly reduced. There is a higher level of compliance in obtaining required information and signatures. Point-of-service collections have improved over the past four years, as they track paid on account balance payments, and the trend from the last four years shows an improvement with each new year.

NOH developed a more friendly and inviting check-in process by having one of the front desk staff members act as a greeter and check-in assistant for those in need of extra help. As long as the doctors are on schedule, patients barely have time to sit before they are called back for their appointment. NOH has seen an overall increase in front desk efficiency, since they are not manually updating the patients' information into the system. The flow is much smoother than before. Clearwave has freed up staff to connect with patients, answer phones, and perform many other tasks needed in their busy practice.

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