

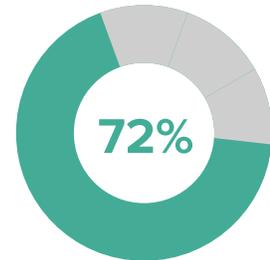
Neurology Practice Increases POS Collections by Over 25%



Over a 25% increase
in POS collections
year-over-year



Average patient
check-in time



72% reduction in
check-in times for
returning patients

“With Clearwave we now have a **user-friendly system** that handles the bulk of the **data validation** before patients walk in the door. **Expediting the patient check-in process** and having a **better quality experience** has been a **win-win** for everyone, especially our patients.”

Leeann Garms

CEO | Raleigh Neurology Associates

Raleigh Neurology Associates is a private practice specializing in neurology, pain management and neuro-ophthalmology. With over 50 providers and an average of 550-650 appointments per day, manually verifying insurance and checking in patients was becoming a major headache.

When healthcare administrators speak of the benefits of Clearwave’s automated self-service check-in systems, it is not unusual to hear talk of real-time insurance eligibility verification or capturing more patient payment dollars. Or in the case of RNA, support during a prolonged system outage.

Why Clearwave?

When RNA was evaluating patient check-in solutions, they knew it was important the solution they chose integrate with their EMR and had an interactive platform for their staff.

After narrowing down the selections to Clearwave and another check-in vendor, RNA chose Clearwave due to their integration with Centricity, their EMR solution. They also loved the flexibility Clearwave offers for patient check-in through kiosk or tablets.

Significant increase in POS collections

After implementing the Clearwave solution, RNA saw a significant increase in point-of-service collections by reducing the friction and uneasiness that staff experienced when asking for customer payments. RNA was also impressed that the Clearwave solution provided the patient with co-pay and balance information during the check-in process, eliminating surprises with account balances.

Real-time insurance eligibility verification

RNA was able to expedite their check-in process,

STATS-AT-A-GLANCE

- **Implemented Clearwave solution:** 2017
- **Current number of Clearwave Kiosks:** 17
- **Number of locations:** 2
- **EMR:** Centricity
- **Clearwave check-in time:** 3 minutes 32 seconds
- **Average number of patient updates at kiosk (monthly):** 12,663

due in large part to Clearwave's real-time insurance eligibility verification. RNA struggled with providing services and later finding out patients were not covered, which led to negative impacts on their patients and business. By leveraging Clearwave's real-time insurance eligibility verification solution, RNA is able to handle most of the patient data validation before each visit, resulting in happier patients and a better business practice for RNA.

Overcoming a system shutdown

Early in the year, RNA experienced a massive system outage leaving them without key systems for multiple days. They were unable to access their phone system or their electronic medical record (EMR) system, which was devastating. Clearwave jumped in to help ensure they were able to continue seeing and serving patients during the downtime.

Leeann Garms, RNA's CEO, stated, "Thanks to data available in the Clearwave system, we were able to see every single patient appointment. We knew who was on the schedule despite not having access to our EMR. It was a game-changer, allowing us to not only remain open, but to thrive during that period. Our partnership with Clearwave has proven invaluable."

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