

Southwest Michigan Dermatology Solves Eligibility Challenges

Located in Portage, Michigan, Southwest Michigan Dermatology is a part of Paragon Health that sees an average of 300-320 patients a day in their main office. Their practice used to struggle with long check-in times that varied between 8-10 minutes. Their remote, multispecialty clinics are intended to reach more people in remote areas.

Southwest Michigan Dermatology was struggling with long patient lines and wait times. Lines extended past the office doors leading to an overwhelming number of patients checking in late for appointments. Late patients inevitably made doctors late, which required staff to work overtime leading to a high volume of staff turnover. Southwest Michigan Dermatology also needed to solve a huge issue with eligibility and data accuracy.

“The Clearwave kiosk and tablet have allowed us to be **much more efficient** at the front desk. We’ve reduced staff turnover, improved payment collections, and have been able to repurpose staff members to other valuable parts of the practice.”

Lisa Makela-Walters

Business Office Manager | Southwest Michigan Dermatology

Southwest Michigan Dermatology implemented Clearwave Connect in 2019. They wanted to maintain a smaller staff size for their clinics, which have experienced rapid growth. By adding the Clearwave Connect tablet, Southwest Michigan was able to gain an extra set of hands while leaving resources to focus on patient care and not patient check-in.

Patients are now spending more time with their physicians and less time in the waiting room. Once a patient is marked “ready” by the front desk, they are often being called into the back before they have the chance to sit down. Southwest Michigan Dermatology are also seeing an increase in insurance eligibility accuracy, resulting in less billing headaches.

The mobility of the Clearwave Connect tablet has given Southwest Michigan Dermatology more flexibility to service their remote locations and offer a tablet wherever patients are.

Southwest Michigan Dermatology once required 8 front desk staff. With their new check-in solution, they have been able to reduce front desk staff by 50%, reallocating their additional 4 workers to improve the patient experience. Turnover has also decreased since implementing Clearwave.

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

STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2017
- **Practice Management System:** Provision
- **Total number:** 6 Kiosks | 3 Tablets
- **Average check-in time:** 1 minute 10 seconds
- **Average Patient Age:** 57
- **Average # Patients/Day:** 300-320