

# Cardiovascular Practice Doubles Point-of-Service Collections at the Kiosk

“The amount of **manual effort at the front desk has been greatly reduced**. Patients are checked in automatically into Centricity, insurance and driver’s license images are imported, patient demographic updates and payments are processed without staff intervention.”

**Stefanie Prestage**

Business Office Director | Montgomery Cardiovascular Associates, P.C.

Montgomery Cardiovascular Associates (MCA) was an early adopter of self-service patient registration solutions. They had been using another check-in solution prior to purchasing Clearwave.

In March 2012, they contacted Clearwave to see if the company could provide a more robust solution. “We needed a solution that would provide real-time eligibility, collect copayments, handle consents, scan insurance cards and collect patient demographic and insurance updates,” said Stefanie Prestage, Business Office Director at MCA. They selected Clearwave in May 2012 and went live with the Clearwave kiosk solution in July 2012. MCA decided to do a two phase install. Phase 1 included only a one-way integration from GE Centricity to Clearwave.

“We were concerned about taking updates from patients at the kiosk and having them automatically update our systems, so we asked Clearwave to limit the functionality initially,” said Ms. Prestage. In August 2013, MCA decided to add inbound integration. The added functionality allowed patient updates to flow directly into GE Centricity, including driver’s license images, insurance card images, patient demographic updates and the posting of payments made at the kiosk.

“Adding inbound integration was the best thing we could have done. To be honest, if I knew then what I know now, I would have done a full integration from day one,” said Prestage. In January 2014, the integration was further enhanced to display outstanding balances to patients at the kiosk. In February 2014, **payments collected at the kiosk doubled**.

## Real Results From Clearwave

- 98% of all patients’ insurance is verified automatically and in real-time
- Point-of-service cash collections have doubled
- Insurance card and driver’s license scans are imported automatically

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

## STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2012
- **Practice Management System:** GE Centricity
- **Patient Kiosk Utilization:** 88%
- **Average Check-In Time:** Less than 3 minutes