5 WAYS

PATIENT INTAKE MANAGEMENT DRIVES SUCCESS ACROSS YOUR ORGANIZATION

1. OPERATIONS

24% of denied claims are directly tied to eligibility mistakes[1]

The insurance verification features in a patient intake management solution can prevent those mistakes. Automated batch and real-time E&B verification allow you to identify inactive insurance upfront, focus on edge cases and create instant audit logs for claims disputes.

2. CLINICAL

Fewer than 1 in 4 Medicare patients receive critical preventive screenings[2]

90% of the leading causes of death can be screened for, yet screening rates remain stubbornly low. Targeting patients during intake makes them 2x more likely to express interest in scheduling a screening.

3. STAFFING

6 hours per day: Average time providers spend on outsourceable data entry[3]

Shifting demographic and clinical data entry to the intake process allows providers to focus on patient care rather than maintaining the EMR, improving provider satisfaction and the patient experience.

What is Patient Intake?

Patient intake includes all of the operational, financial and clinical tasks your staff performs to support patients through their journey.

A comprehensive patient intake solution:

- Captures demographic data
- Verifies insurance eligibility
- Collects copays and balances
- Automates consents and policies
- Standardizes clinical interviews
- Promotes health and wellness
- Surveys patients on their experience
- Supports your Medicare strategy
- Delivers patient announcements

4. FINANCIAL

Workers with high-deductible health plans have an average deductible of $1,500[4]

HDHPs contribute to high balances, yet 54% of patients say they would pay more if given improved transparency and better financing options. A patient intake platform provides flexible options such as payment plans and card on file, while also improving the patient financial experience.

5. PATIENT EXPERIENCE

96% of patients' online complaints about their physician's practice relate to customer service issues like poor communication and long wait times[5]

Streamlining patient intake allows you to address these service issues, while patient satisfaction surveys can alert you when new problems arise. Even a 1% growth in patient recommendations can translates to over $1M in patient revenue.

1. Change Healthcare Healthy Hospital Revenue Cycle Index 2017
2. "Payment Rate Brief 2011" Patient-Centered Primary Care Collaborative.
3. "Tethered to the EHR: Primary Care Physician Workload Assessment Using EHR Event Log Data and Time-Motion Observations" Annals of Family Medicine, Sept./Oct. 2017
4. "Revisiting Healthcare Payments: An Industry Still in Need of Overhaul" McKinsey & Company, 2010.
5. "Hard Internet Truths: 34,748 Online Reviews Reveal What Patients Really Want From Doctors," Journal of Medical Practice Management, Mar/Apr 2016.

Phreesia

1117