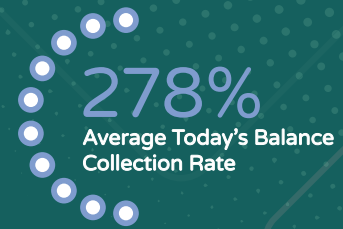
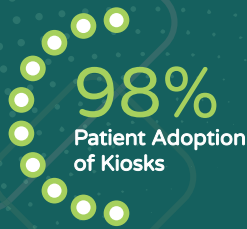


CASE STUDY

Faster Eligibility Drives 89% Collection Rates at Southeastern Orthopaedic Specialists



“The platform has definitely helped us increase co-pay collections. Taking the collections responsibility away from the front desk and enabling patients to pay personally at the kiosk has been impactful.”

Darcy Parizek,
Administrator | Southeastern Orthopaedic Specialists

Southeastern Orthopaedic Specialists sees over 4,000 patients per month, providing treatment for a wide range of care including sports medicine, chronic pain management and muscle, bone and joint ailments. With patients of all ages coming in the door and never-ending administrative work, the practice hoped to leverage instant eligibility verification and patient-led registration to stay efficient while providing top-line care.

Challenge:

The practice originally launched Clearwave Eligibility, and the partnership has grown over the years. Darcy Parizek, Administrator at Southeastern Orthopaedic Specialists, emphasizes the importance of accurate and timely eligibility verification. She notes, “Originally, I wanted a better way to do eligibility. Our administrative staff need to quickly know whether the patient is eligible or not. If they are not eligible based upon their insurance, then that’s our first step with our patients, because we need to get it right from the get-go.”

After years of successfully using Clearwave Eligibility to speed up insurance verification, the practice launched Clearwave Registration, including patient-led kiosks and pre-registration to further reduce workloads and increase collections. In the beginning, the practice encountered resistance from their physicians, who were concerned about the kiosks being impersonal, only to soon understand the benefits of patient-led registration.

Parizek shares, “The physicians weren’t sold on it when we first got it. They felt it wasn’t very personal. But patients have definitely adopted it, they’re accustomed to it. Now, it’s the wave of the future and no different than going to the airport.”

Solution:

Today, with Clearwave Eligibility, Communications and Registration the practice sees under 2-minute average check-in times and 98% patient adoption of self-registration kiosks, even with an average patient age of 50. With high adoption, staff only intervene in check-in 2% of the time, saving them time to focus on manual tasks and patient care.

Southeastern Orthopaedic Specialists has significantly reduced workloads and the need for overtime for administrative staff. Parizek emphasizes, “That’s a big part of the benefit. Clearwave has helped us grow and manage patient volumes without increasing staff or workloads.”

She continues, “Being able to handle the workload from different places is helpful. If staff call out, other individuals can log into the dashboard and assist with eligibility or other tasks without having to be up front at check-in.”

Clearwave’s instant insurance verification and Staff Control Center Dashboard both help the practice accurately determine patient responsibility prior to check-in. Today, the practice collects nearly 90% of co-pays at the kiosk during self-registration. They also collect past-due payments at the same time. This collections approach has helped Southeastern Orthopaedic Specialists drive a “Today’s Balance” collection rate of 278%, increasing realized revenue for previous services.

Parizek highlights, “The platform has definitely helped us increase co-pay collections. Taking the collections responsibility away from the front desk and enabling patients to pay personally at the kiosk has been impactful. We’ve added prior-balances to collections as well, to increase the amount patients are paying upfront at the kiosk, and then it auto-posts into our PMS.”

Additionally, patients update their personal information over 6,500 times per month—all without staff intervention, reducing workloads and improving accuracy. The practice also sees over half of their patients taking advantage of pre-registration, leading to in-office check-in times of under 90 seconds, which helps those patients in pain get to their orthopaedic specialist faster.

Parizek says, “The adoption of pre-registration thus far is higher than I thought.” As Southeastern Orthopaedic Specialists continues to grow, the practice leans on its partnership with Clearwave to keep staff workloads manageable, collections consistent and check-in times short!