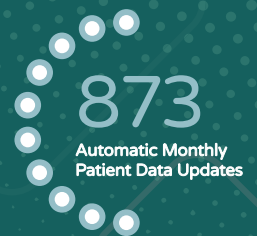
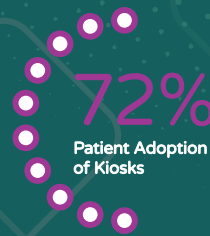
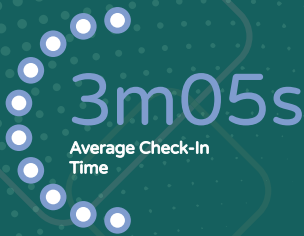


CASE STUDY

LVHC Tackles Growing Pains With Ease & Patient-Led Kiosks



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James Stewart

Chief Executive Officer | Long Valley Family Health Center

About:

Long Valley Family Health Center (LVHC) serves over 2,000 patients per month across its federally qualified health center and dental clinic. With 15 providers managing growing patient volumes, LVHC sought a solution to enhance data collection, improve patient communication and streamline check-in.

After challenges with lackluster support from previous patient engagement vendors and growing complexities at the front desk with surging patient volumes, LVHC knew it was time to reevaluate their communications and intake approach.

Touching on the practice’s initial experience with a new vendor, Chief Executive Officer at LVHC, James Stewart, says, “From the CEO perspective, I think it’s important to see how deeply you all are invested in those initial touches during implementation. The Clearwave team has cared about our success right from the start and it makes a difference.”

The Challenge: A Growing Practice

LVHC has recently gone through a transitional period, Stewart shares, “The last few years we’ve gone from a local clinic to becoming a regional healthcare provider for our community and surrounding areas. We have been strong in our recruitment and brought in well-known providers that also bring additional patients to our practice.”

As the practice was taking on patients from all over Northern California and surrounding regions, enhancing patient communications and reducing missed appointments was a major focus.

Operations Manager at LVHC, Tara Gravier, says, “We were looking to improve patient preparedness for their visits. Specifically, we were interested in a tool that could provide two-way-texting, reminders and pre-registration, to help take away some of those staffing burdens.”

LVHC’s goal was to reduce no-shows, while also proactively enabling patients to confirm appointments and pre-register prior to arrival. However, offering patient-led registration at check-in wasn’t originally top-of-mind. Gravier explains, “Our practice is in a remote area. We have people that live hours away. They may have an email or phone that they don’t use often, and they are not as familiar with newer technology.” Going on, she notes, “The kiosk wasn’t originally the main push for us. It was the ability to send out confirmations and alleviate that task from the front desk that we were looking at first.”

While they were hesitant to consider self-registration at the office, LVHC’s check-in approach presented its own challenges. Cierra Wilcox, Clinical Applications Specialist at LVHC shares, “Before Clearwave, we were using paper at check-in and sometimes that would take up to 15 minutes just for the patient to complete.” This approach led to insurance and data collection challenges and heavy paper usage—all of which hindered costs and operational efficiency.

Insurance verification was another bottleneck. Staff were tasked with manual eligibility verification, often using multiple systems including eClinicalWorks, their Practice Management System, as well as payer portals and other verification tools.

Wilcox notes where challenges originally occurred, “Our patients’ insurances are constantly changing, and we often could only run insurance the day of the appointment. It got to a point where we were so busy at the front desk that we might not get to a patient’s insurance until just before their appointment. With Clearwave now, we’re able to drill into potential problems in advance and it saves us a lot of time.”

The Solution: Automation & Patient-Led Kiosks

LVHC implemented Clearwave Registration, Clinical Intake, Eligibility and Communications to improve data accuracy, operational efficiency and patient satisfaction.

Gravier highlights their practice's success with patient-led registration, saying, "The kiosks have turned out to be a great addition for our patients and staff. Since we've implemented Clearwave, a lot of our elderly patients have been excited to learn something new."

Stewart comments on the importance of helping patients adjust to a digital healthcare age, "Nowadays, you can't even call Social Security anymore. Patients have to be able to use their smart phone and build confidence with this technology. We've made it our goal to help our patients become a little more technologically savvy, and we're here to educate and teach them in whatever way we can."

In their first month, LVHC saw 72% of patients immediately adopt the kiosk. Returning patient check-in times are under 90 seconds and in their second month, average check-in times for new patients are around 3 minutes, with that number dropping every week.

By removing unnecessary questions for returning patients and building familiarity with patient-led registration, Wilcox notes the real-time impact, "A patient recently came in and tried the kiosk for the second time. They answered a few quick questions and said, 'Wow, that was great.' It's nice to see that they don't have to fill out all of their information again and again."

The practice also sees nearly 900 updates to demographic and clinical information — all done by patients each month. These updates automatically transfer into eClinicalWorks, reducing staff workloads and improving data accuracy for compliance efforts, which is critical for FQHCs.

Key to Success: Strong Integration with eClinicalWorks

Clearwave's seamless integration with eClinicalWorks ensures data flows directly where they need it. Gravier shares, "Clearwave is more integrated with eClinicalWorks than the previous software was, and it's been invaluable. Once a patient completes their forms or makes a change on their phone or at the kiosk, the data transfer is automatic, it's seamless."

Wilcox shares, "We're collecting more driver's licenses, SOGI data, behavior health and other patient and compliance information than we ever have before. Patients are more inclined to fully complete their forms and provide sensitive information through our digital tools. They're no longer declining to specify, like they would on paper."

Gravier adds, "Patients have a better understanding now of what information we have and what needs to be updated, and it's not only helped our records but also their education as well of what insurances are available to them."

LVHC has also achieved a 52% appointment confirmation rate and an increasing number of patients completing pre-registration and clinical intake as well, saving both patients and staff time every day. Gravier highlights the impact on patient experience, "It's impactful to see how easy the process is for our patients. I haven't heard a complaint about the pre-registration or kiosk process."

Staffing Impact: Time Savings Across the Board

Gravier continues, "We're no longer scanning in forms, entering the information and shredding the form. We're saving paper and we're saving front desk time. Patients check in at the kiosk and that gives the front desk more time to answer the phone or tackle other projects." Wilcox adds, "Between the front desk and eligibility tasks, the burden has decreased. It's helped a lot."

Discussing Clearwave's impact on eligibility verification, Wilcox says, "We were very interested in Clearwave's ability to support our billing processes and provide private dental insurance responses. Being able to run insurances quickly before patients arrive and after we've seen a patient has been impactful."

Wilcox covers the importance of the Clearwave Dashboard, "All of the documentation that the dashboard collects and presents is helpful, because insurance can be confusing, especially for a frontdesk role. It can take years to learn and get the hang of everything, and Clearwave has simplified the process for us."

The dashboard flagging system helps LVHC stay on top of key steps. Gravier says, "In one month, we've already seen fewer messages from billing about wrong insurances. Clearwave flags things we might've missed, like Medicare Advantage plans, and we're able to handle them in advance."

Wilcox touches on the importance of vendor support right from the start. She notes, "From an IT and implementation standpoint, it's been impactful to see just how much support we have from Clearwave. All of the documentation, training, videos and tools you provide have been so helpful."

Key Outcomes:

- 3m 05s Average check-in time
- 1m 12s Returning patient check-in time
- 72% Patient adoption of kiosks
- 873 Automatic monthly patient data updates
- 52% Appointment confirmation rate

About Clearwave

Specialty practices choose Clearwave to optimize staffing, accelerate revenue and enhance patient experiences. Through our Patient-Led Self-Service Platform—offering scheduling, registration, clinical intake, communications, payments and multi-factor eligibility™ verification—you can enhance practice productivity day in, and day out. Clearwave extends PMS/EMR capabilities to reduce staffing strains while helping you put patients first and reduce profit leaks. With a commitment to innovation and superior client success, you can trust Clearwave to help you navigate the evolving healthcare landscape. Enhance productivity and patient experiences with Clearwave's patient-powered solutions today, www.clearwaveinc.com.