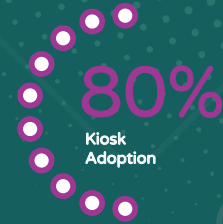
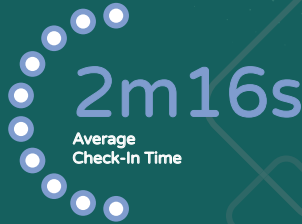
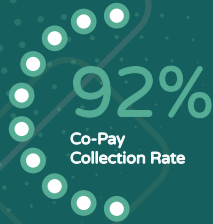


## CASE STUDY

# Kiosks Enable Pulmonary Associates of Mobile to Collect Payments Faster & Reduce Operational Costs



“Patients are going to give us their data, whether staff ask or not. With the kiosks, patients can more accurately provide their information, and we can move our staffing resources to more valuable areas, like verification, which helps us get paid faster and save time.”

Jeremy Gibbs

Director of Finance | Pulmonary Associates of Mobile

Pulmonary Associates of Mobile is the largest group of pulmonary, critical care and allergy-immunology specialists on the Gulf Coast with 20 Providers seeing 300+ patients a day across their 8 locations. To keep up with growing patient volumes, while minimizing costs and improving efficiency, Pulmonary Associates of Mobile turned to patient-led registration.

Jeremy Gibbs, Director of Finance, shares how the practice uses technology to improve productivity and profitability, “Our main priority was to find a patient self-registration solution that would help us continue to grow while optimizing our manpower costs. Our goal is to get to maximum patient capacity. We knew we needed to supplement our staffing with technology to increase throughput without having to increase front desk staff.”

### Challenge:

Across locations, Pulmonary Associates was using check-in tablets for staff to facilitate registration, but hadn’t achieved the staff optimization results they were looking for. Gibbs notes, “With the tablets, we had issues getting all the patient information we needed into our system. There was too much manual entry for our staff. We wanted to move to kiosks so patients would be responsible for inputting and updating in their own information.”

Gibbs shares the issues they faced when capturing images, “We required insurance cards and driver’s licenses to be scanned at check-in but would end up getting pictures of the ground or blurry images that wouldn’t work.”

Data and image capture issues during check-in were creating billing and payment stalls for Pulmonary Associates. Gibbs shares, “If we didn’t get the insurance card correct on the front end, then it caused a lot of issues on the back end. If we don’t have good data, whether it’s an address, name, birthday or whatever that’s incorrect, then instead of a claim being adjudicated on the first pass, it gets sent back, denied or rejected.”

Pulmonary Associates needed to stop these issues early on to speed up claims processing and payments down the line.

### Solution:

Pulmonary Associates implemented Clearwave Registration and Multi-Factor Eligibility™ to move away from staff-led to registration, and instead to a patient-led approach. This switch helped the practice improve data capture, check-in times and claims processing.

Of the transition to patient self-registration kiosks, Gibbs shares, “Since our patients were used to signing in on a tablet, the move to kiosks wasn’t a huge leap for them, just a different approach.” He highlights, “The implementation process was great. The training was easy for our team, and we had great communication with everybody at Clearwave.”

Patients adapted quickly. Today, Pulmonary Associated sees 80% adoption of self-registration and consistent co-pay collection rates of 92%. Across locations, the practice sees average check-in times of 2 minutes and 16 seconds, with pre-registered patients completing in-office registration in less than 90 seconds.

Rather than having to check in patient after patient, front desk staff have more time to focus on other important tasks. Gibbs shares, “We’ve been able to get our staff more focused on verifying patient insurance and using the Clearwave dashboard to solve any discrepancies ahead of time. Now when claims go to our billing team, they have a better chance of getting paid on the first filing.” This approach also saves their billing team time and money, by reducing resubmissions.

With patients reviewing their information at the kiosks, the practice sees over 12,000 updates to patient data every month all of which automatically update in their PMS.

Of the transition, Gibbs notes, “Patients are going to give us their data, whether staff ask or not. With the kiosks, patients can more accurately provide their information, and we can move our staffing resources to more valuable areas, like verification, which helps us get paid faster and save time.” Going on he shares, “We’ve really liked the move to Clearwave. It was the right decision.”

### Results:

- 92% Co-Pay Collection Rate
- 71% Appointments w/Reminders Confirmed
- 80% Kiosk Adoption
- 2m16s Average Check-In Time
- 1m31s Average Express Check-In Time
- 12,281 Updates to Patient Data Via Self-Registration Per Month