

# Here's How They Come to **SAVE THE DAY!**

## An exclusive interview with **SCI's Patient Access Super Heroes**

Innovations in Access Management was able to obtain the first exclusive interview—never before granted anywhere in the world—with SCI's team of Super Heroes, including the newest member, Arrival Manager. In this in-depth discussion, the Super Heroes reveal new insights about themselves, how they think and what makes them tick. They comment on their individual strengths and tell how they contribute to improving Access Management in hospitals across the country.

With surprising candor SCI's Super Heroes discuss their reliance on each other. They feel they're at their best when they act together, amping up their collective resources and blending strengths to maximize impact on Patient Access. They become true champions of Access Management—able to leap outdated processes, speed past legacy technology and earn the trust of hospitals, physicians and consumers who want better care delivery.

### Who Are the SCI Super Heroes?

I GO TO EXTREMES TO PLEASE PHYSICIAN OFFICES.

#### **ORDER FACILITATOR®**

This super hero automates outpatient orders from community physicians, ensuring they're always complete, legible, accurate, and put into the right hands. Order Facilitator has the power to submit orders to hospitals in less than a minute to provide physician offices efficient, reliable communications and referrals. She has incredible ability to manage all orders—EMR, faxed and manual—for 100% order capture.



I KEEP YOUR FINANCIAL DUCKS IN A ROW FROM START TO FINISH.

#### **REVENUE ACCELERATOR®**

A powerful pre-encounter revenue cycle champion, Revenue Accelerator starts the revenue cycle earlier, streamlining pre-registration, preparing patients for arrival and expediting service. He knows when procedures require eligibility, pre-authorization, referrals or Medical Necessity checks. In for the long haul, this super star sticks around to track reimbursement workflow to completion.



I'M AT YOUR SERVICE TO AMP UP OUTPATIENTS' CHECK-IN EXPERIENCE.

#### **ARRIVAL MANAGER™**

SCI's check-in and registration self-service kiosk, Arrival Manager, gives outpatients a quick way to bypass crowded waiting areas and avoid appointment-day bottlenecks. From his post in the hospital lobby he creates a pleasant, hospitable front-door experience for patients. This service powerhouse serves as a "Super Concierge," while taking workload off the registration staff.



I'M THE ULTIMATE BRAINS IN THE OUTFIT.

#### **SCHEDULE MAXIMIZER®**

An "Intelligence Phenom," Schedule Maximizer's sophisticated enterprise capabilities expertly enforce automated workflow based on the hospital's rules and processes. Pivotal to streamlining Access Management, he flexes his muscle to help hospitals maximize resource utilization, minimize no-shows, improve accuracy, reduce denials, and enhance patient and physician satisfaction. It's no wonder this super hero has received so many awards!



**IAM: Order Facilitator, how do you see your role in Access Management?**



**OF:** I like to think of myself as the reliable “go-between,” building tighter relationships for hospitals with their community physicians. I help physicians get their patients seen for outpatient tests by communicating everything efficiently. I send the order to the hospital, making sure it’s complete, accurate, signed and appropriately routed. And, I can send an order in less than a minute. That’s not braggin’; it’s a fact. And I can prove it!

**IAM: What makes you particularly suited to this role?**



**OF:** Some thrive on chaos. I don’t. Never have. I like things to proceed as smoothly as possible for the hospital, the physician office and the patient with little chance of mix-up. That’s just me. I hate phone tag and illegible or missing orders make me crazy. I can’t stand long wait times or insufficient prep instructions. I like to make everybody happy.

**IAM: What aspect of Patient Access do you think hospitals most often neglect?**



**OF:** Well, I do have one suggestion in that regard ... I wish hospitals would do more to get their affiliated physicians to interact with them. Make it easier. Learning new automation can be stressful at first, but the benefits prove invaluable to retaining physician loyalty and increasing referrals. Physicians want their patients to get tests that let them diagnose and treat them properly. I think hospitals could create more direct avenues into their outpatient departments and then streamline scheduling. They won’t regret it!

**IAM: Schedule Maximizer, as the core of the Power Suite, how do you keep everyone and each process on the right track?**



**SM:** Truth be known, I run a tight ship. We’ve got complex rules, and they must be followed. Once I learn the hospital’s protocols and workflow, we have our marching orders. I put the entire team in lock step to see that all pre-authorizations and pre-registration tasks are accomplished on time before the patient arrives. Be prepared, that’s what I always say.

**IAM: Sounds like you have an authoritative management style. Do you ever get backlash from your co-Heroes?**



**SM:** Never. In fact, they depend on me as the brains in the outfit. Everyone realizes that by working together and following the rules, we empower each other to advance the ball cleanly. I remind them that teamwork makes us so much more effective in helping hospitals accomplish their ultimate care delivery and business objectives.

**IAM: Impressive. What’s your secret?**



**SM:** The secret is in our seamless hand-offs. One process flows into another across the enterprise. As we check off pre-encounter Worklist tasks, we update information for each other. Providing accessible pre-populated data to those who need it saves everyone’s time, increases overall accuracy and makes certain nothing is overlooked. How good is that?

**IAM: When hospitals need you to Save the Day, what Access Management problems are they up against?**



**SM:** Usually the hospital has inadequate scheduling automation. If there’s an appointment change or complication, a manual Patient Access process can be brought to its knees. Also, some health systems still use decentralized scheduling, which wastes expensive resources through needless inefficiencies. Symptoms of poor Access Management show up in too many no-shows, long wait times, inconsistent up-front collections, and general lack of coordination. Hospitals have a tough time with that kind of drag on business and customer service.

**IAM: Big as your arms may be, how do you begin to get them around these significant problems?**



**SM:** A good place to start is to centralize scheduling functions. This is very doable with my rules-based processing that enables anyone to follow prescribed procedures to schedule appointments for different specialties. With my automated, intelligent prompts, any scheduler can book appointments correctly and completely for any outpatient department. As proof I’ve converted some die-hard skeptics!

**IAM: Then what? Where do you go from there?**



**SM:** Next we streamline and integrate all workflow processes. That’s where behind-the-scenes teamwork really counts. We install quick online scheduling and ordering for physicians, ensuring orders are automatically matched with scheduled appointments. We automate appointment reminders and patient prep instructions. We oversee checks for insurance requirements and verification, authorization, Medical Necessity and payment issues. We work fast and do all this before patients arrive so visits are as stress-free as possible.

**IAM: Sounds like patients get good service, but what do you offer hospitals?**



**SM:** We save some of our best feats for the hospital: We direct and enforce workflow—from pre-registration to finance. Another heroic advantage is we open lines of communication among all departments. My highly intelligent brain power means search capabilities provide real-time, up-to-date appointment availability across the enterprise. I provide managers with a built-in Worklist functionality that can assign, track and monitor progress. Staff can see and work open items. And everyone gets real-time status of any appointment anywhere, eliminating constant phone calling.

**IAM: Revenue Accelerator, you've been quiet, what's your story?**



**RA:** I may not say much but I'm taking it all in. The team counts on me to record all patient data gathered along the route that's pertinent to billing and reimbursement.

I earn my tights every day by getting an early start and then staying ahead of the rolling revenue cycle.

**IAM: What super powers do you bring to the party?**



**RA:** I think of myself as a tour de force Revenue Cyclist. I pedal through all the advanced scheduling functionality data—from pre-encounter to the front door to the billing department. I'm always in a sprint to capture the Green Jersey of reimbursement more quickly and completely than ever before.

**IAM: To what do you attribute your success?**



**RA:** Certainly my speed keeps me ahead of the competition; however, I credit much of my success to my pack of fellow Super Heroes. Riding with an interconnected team gives me strategic advantages. We pass real-time updates to the hospital's core system, so nothing is slowed by schedule changes or disqualified by missing information. Additionally, at the billing finish line insurance claims are cleaner, leading to faster reimbursements.

**IAM: Congratulations, Arrival Manager, on making the championship team.**



**AM:** Thanks. I'm very pleased to join SCI's highly regarded Access Management Super Suite. I'll hit the lobby running because nobody likes to wait at appointments. People today already expect to use automation for faster service at banks, airports and grocery stores. Watch! I serve up quick card-swipe time-savings for the fastest check-in around. Would you like to see me do it again?

**IAM: Is faster service always better for hospitals?**



**AM:** Faster service is always better for hospitals—and for patients—when it's done right. I make self-service simple. I prompt patients for the data I need and provide them information they need to bypass admissions waiting rooms. Not only is patient service faster, it's more efficient. Hospitals streamline workflow and boost staff productivity.

**IAM: That's a-m-a-zing! How do you do all that?**



**AM:** I have to tip my hat to those who come before me. The on-site team feeds me pre-registration and registration information so I'm as up to date as a tweet. I have to be on my toes and looking good, since I'm the only SCI Super Hero patients actually meet. As I shake their hands and serve them, I amp up their check-in experience and quickly wave them through.

**IAM: Is your white glove customer service costly?**



**AM:** I greet patients in the same At-Your-Service manner as the doorman of a Five-Star hotel. That shortens check-in time to relieve patient and staff frustrations. Simultaneously, I'm enforcing hospital rules and proper parameters to ensure prompt payment. Thanks to me, hospitals hold down administrative costs, improve upfront collections—all while improving their service. Doesn't that sound like the right way to do business?

**IAM: Where do you see yourself in five years?**



**AM:** Personally I hope to be in the lobby of every hospital in America, offering patients premier service and transforming healthcare's front-door experience.



If you would like to continue this discussion and ask your own question directly of any SCI "Super Hero," please email [marketingevents@scisolutions](mailto:marketingevents@scisolutions) for a prompt reply. 🕒