

# CENTRALIZED PATIENT ACCESS: 10-POINT CHECKLIST FOR SUCCESS

GAIN COMPETITIVE ADVANTAGE AND ATTRACT MORE BUSINESS WITH A PATIENT-FOCUSED EXPERIENCE



## 1 INTEGRATED ORDERS

Embed electronic orders and automatically match orders with scheduled appointments to eliminate delays and frustration from lost orders, transcription errors, phone tag, and faxing.



## 6 PROVIDER SELF-SERVICE AND CORRESPONDENCE TOOLS

Offer self-service and correspondence tools to reduce inbound call volume, improve productivity, and increase physician and patient satisfaction.



## 2 MARKET-BASED SCHEDULING

Present a consistent brand and a leaner process from a single call center with time zone support, geography-based appointment searching, and multi-entity insurance filtering.



## 7 CONSUMER SELF-SERVICE

Empower patients with a guided, step-by-step scheduling process that assures readiness, slot availability, insurance, etc., with a scheduling foundation built upon embedded business logic (item #3).



## 3 EMBEDDED BUSINESS LOGIC

Integrate clinical and operational rules within the scheduling process that guide schedulers step by step to reduce training time, increase accuracy and productivity, and optimize resources and capacity.



## 8 APPOINTMENT REMINDERS

Ensure patients arrive ready for their appointment and avoid financial surprises or last minute reschedules with automated reminders via phone, text or email.



## 4 REVENUE CYCLE UP FRONT

Move critical revenue cycle tasks to the point of scheduling, using integrated business logic (item #3) for medical necessity, insurance verification, and authorizations before patient arrival.



## 9 HIS/EHR-AGNOSTIC PLATFORM

Securely connect all order, referral, and scheduling traffic with a lightweight cloud-based technology platform that complements existing systems – without burdening IT staff or adding to capital budgets.



## 5 ELECTRONIC TO-DO LIST

Use integrated worklists to enable patient access teams to manage all tasks required to increase referral-to-appointment conversions, pre-register and inform patients of financial responsibility, and increase point-of-service collections.



## 10 REPORTS AND ANALYTICS

Gain insight about demand and resource capacity across the entire enterprise to continuously optimize services.

