

## Patient Check-In Module (PCM)

### ? What is the Patient Check-In Module (PCM)

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PCM is a system/software/service – not always a tablet device especially if using telehealth – that allows patients to perform self-check-in when they arrive for their appointment. Many times this removes the need to interact with the front desk staff. PCM is an easy-to-use tool that helps ease the burden on an already busy front desk. This allows the front desk staff to then focus on other more crucial elements of your practice workflow.

### ? Is this connected to data already entered in the WRS Health EMR

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PCM works seamlessly with WRS Health. The patient simply enters their last name and date of birth. PCM checks to find an appointment scheduled that day and allows the patient to proceed with the self-check-in process. It's that simple.

### ? What information is collected from the patient

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After the appointment is validated, the patient then can verify their demographic information, select their preferred pharmacy and make a **co-pay by credit card**. All done easily and efficiently on the PCM device. No office staff assistance is needed.

### ? Will the PCM handle more than demographics, pharmacy and co-pay

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Yes. Patients can add/update allergies, medications and answer basic Review of Systems information. All of this data then populates the encounter note.

### ? What happens once the patient completes the PCM process

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Once this simple process is complete, the Appointment Status in WRS is automatically updated to **Step 2 – Checked In** in WRS. The practice staff also gets an indicator to show if the patient has made their copay on the PCM or if it needs to be collected by the front desk.

### ? Do patients need to remember a special password or email account to check-in

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No. We've designed the PCM so that it is very easy to use. Patients only have to enter their last name and DOB. No special login or email address is required.

### ? How long does the process take an average patient

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The PCM process takes about two minutes or less. All data entered is now in WRS and the patient is ready to be taken to the exam room for their visit.

### ? Is the device and process secure? Is it possible for patients see each other's data

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The PCM device is secure. Patients can view only their own data and the device automatically logs out within 15 seconds of completion.

### ? Are **ALL** patients required to use PCM? Can we blend the use of PCM with our regular check-in process with front desk staff

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Yes, it's designed to work seamlessly with the front desk workflow. You control which patients use it and which patients might have better results with the traditional front desk assistance.

### ? Can I have more than one device

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Yes, you can purchase as many devices as you need and even add additional devices later on. You are charged the **same low fee...** regardless of how many devices you use.

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### ? Can I use PCM at more than one location

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Yes, the PCM can be used at any of your practice locations for the same low monthly cost.

### ? Can I use this for patients for only one of my providers

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No, PCM is designed as a practice-wide solution. All patients can use it based on your offering them access to the device.

### ? What if my patient does not know their exact co-pay due

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If the co-pay is recorded in WRS under the patient's insurance information – either manually entered or imported through an automated eligibility check, it will be displayed in the PCM.

### ? Do I need a special setup to allow patients to **pay by credit card** on the PCM

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Yes, your practice needs to be enrolled in TSYS (formerly Transfirst) Integrated Credit Card Processing Service from WRS. Otherwise, they will not be able to select Pay by Credit Card.

### ? Can patients pay previous balances due

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Right now, patients are only shown the actual co-pay due for today's visit, however they can make a payment of any extra amount. You can then apply that extra amount to a charge in WRS.

### ? How does the device know that my patient has an appointment

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PCM connects to WRS and checks to see if that patient has an appointment in your schedule for that date. If not, they will be unable to check-in.

### ? How does PCM interact with WRS – Does it take a long time to sync this data

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No, data is synced to/from WRS instantaneously. Real time patient information is transferred as it is entered and Check-In status is updated when it happens.

### ? How does it work in conjunction with my patient portal

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PCM should be used in conjunction with your patient portal. PCM is designed for the check-in process of a patient encounter. All extended demographic, medical history, medication and account payment information can be completed on the portal. The combination of portal usage at home and PCM at your office offers a powerful set of tools for patient convenience.

### ? What kind of **device** does PCM require

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iPad is the preferred device for PCM. It has been designed to work smoothly and seamlessly on this device. WRS also offers a Chromebook version of PCM, if you prefer a machine that has a keyboard.

### ? Where do I get the device and how do I set it up

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WRS supplies all of the needed hardware, software and setup. Your device arrives with complete instructions and a shock-proof case. You simply turn it on, login to WRS and it is ready to go.

### ? How much does it cost? Monthly Charge? Hardware? Setup?

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The cost is \$249/month per location for Front Desk Express Check-In.

Each device (iPad or Chromebook) costs \$499 each. These devices are yours to keep and you can add additional units as you need them. This includes the device, setup and a shockproof case.