

WEBINAR

Getting Patients Access to Care. How Can Technology Help?

Thursday, November 8, 2018

Sponsored by Relatient, Inc.

Patient Access Webinar

- Welcome – Tina Payne Hunt, Relatient Product Marketing
- Participants will receive copies of today's slides
- Watch for the poll question during the webinar
- Questions & answers at the end
- Send us your questions through GotoWebinar panel on your screen
- **“Why Patient Scheduling”** e-book sponsored by Relatient will go out within the next week

Presenter



Ginny Shipp

RELATIENT.
Product Specialist

25+ years healthcare industry experience.
Expertise in technologies, RCM, operational efficiencies, and patient flow.

Learning Objectives

- Learn insights into patient access challenges
- Understand the expectations of patients
- Gather information on practice resources
- Walk-through sample technology
- Understand potential outcomes and measurements

Defining Patient Access

Provider – the process of clearing and guiding patients to improve the patient experience and ensure reimbursement for the provider

Patient – getting care with the provider I want, when I want, where I want, knowing what it will cost me, and what type of care I am getting

Latest Statistics in Patient Access

Avg. appt. wait 24.5 days; up to 52 days in metro areas like Boston

58% of practices changed processes to improve patient access

38% of patients use the patient portal to schedule an appointment

26% of practices are open on Saturdays, 11% on Sundays

25% of practices open before 8 a.m.

64% of patients will self-schedule in 2019; only 11% self-schedule today

Sources: Merritt Hawkins, Accenture, & MGMA

Challenges in Patient Access

- Increased expectations of patients as consumers
- Physician and staff burnout
- Affordability of care & patient payments
- Limited appointment availability & open hours

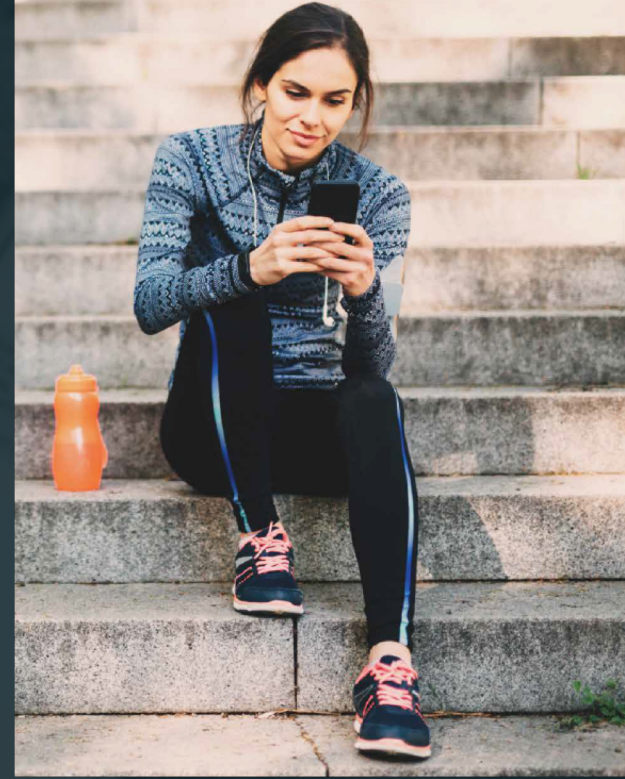


Source: PatientEngagementHIT

Patient Expectations

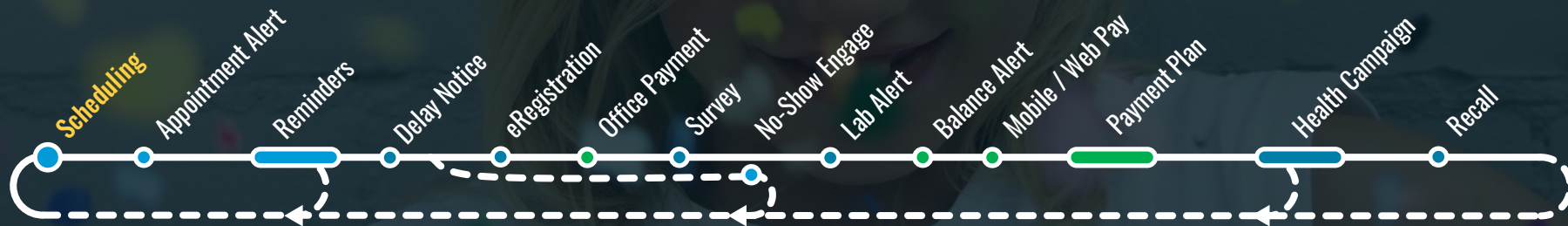
- All things digital and mobile
- Shorter wait time for appointments
- Easy appointment access
- Patient-centered experience
- Transparency

Sources: PricewaterhouseCoopers, Health Research Institute. November 2014; Public Values Research 2017, National Research Study 2016, Accenture



Patient Journey Example

The path to care has many touchpoints.



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Patient Access starts with a good patient scheduling approach.

Optimizing Patient Scheduling

- 1 Analyze your schedule
- 2 Know your patients, understand their needs
- 3 Align your strategy with what *YOUR* patients want
- 4 Develop an effective Waitlist Process
- 5 Find the right technology to support your approach

Patient Scheduling Strategy

1 Analyze your schedule

- How many new patients do we see in a month?
- What is our no-show rate?
- What is the average lead time for an appointment?
- Do all providers have a full schedule?
- How many same-day appointments do we need?
- What is the average wait time to see the doctor?



Patient Scheduling Strategy

2 Know your patients

- What is your patient mix?
- Ask for feedback
 - What do they like?
 - What don't they like?
 - What would make their experience better?
- Send short surveys



Patient Scheduling Strategy

3 Align your approach with patients' wants

Some examples:

- Flexible hours for before or after work
- Same/next day appointments for more urgent issues
- Length of appointment to better plan day
- 2-way texting with office
- Ability to self-schedule 24/7



Poll Attendees

Please answer this question thru your GotoWebinar panel to the right of the screen. We will share the results in a moment.

Question: How do you currently handle a patient appointment waitlist?

- No waitlist available
- Patients contact us each day
- Keep a manual or electronic waitlist
- Contact patients with openings

Patient Scheduling Strategy

4 Develop an effective Waitlist process

- Use a waitlist
- Keep the waitlist full at all times
- Automate your waitlist



Patient Scheduling Strategy

5 Find the right technology to support your strategy

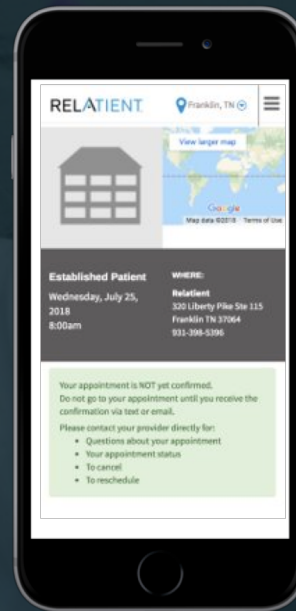
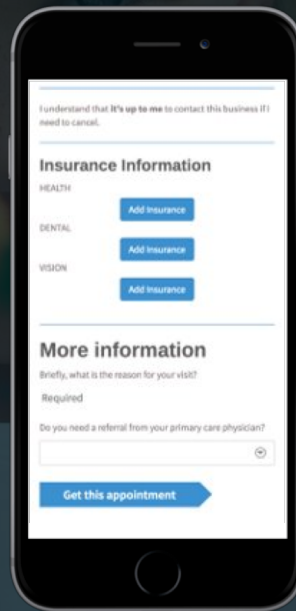
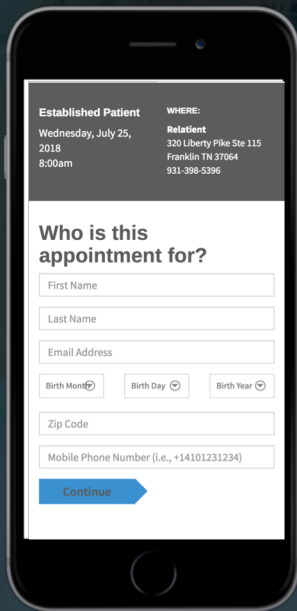
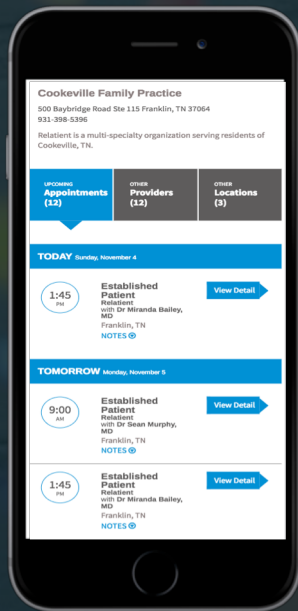
- Easy access to schedule any time, day or night
- Quick, convenient and easy to use application
- Automated waitlist to fill open appointment slots
- Automated scheduling notifications
- Custom appointment type messaging



Patient Self-Scheduling Technology Example



Patient-Self Scheduling Technology



All from a mobile device, saves time, and increases revenue.

Patient-Self Scheduling Technology Example

Dashboard

Manage Appointments

Wait List

Manage Users

Profile

Messages

Patient Approval Statuses

Manage Appointments

+ Add an appointment

Pending & Confirmed

Available

LOCATION:

Cookeville Family Practice

PROVIDER:

All

1 Pending Requests

Sunday, November 04

01:45 PM

Dr Miranda Bailey, MD

Established Patient

Please complete pre-registration using this link. Please bring payment method for your co-pay to your visit.

Pending request

X

An upcoming appointment has been requested.

11/10/18
10:20am

Dr Miranda Bailey, MD

Denmark Pediatrics

Sick Visit

Please wait in the sick waiting area when you arrive.

L

REQUESTED FOR: Ginny Shipp | Unknown Patient Status | 404-556-8158 | gshipp@relaient.net | 02/02/1995

REQUESTED ON: 11/07/18 02:59pm

BOOKED BY: GUEST

Appointment Questions:

Would you like to be put on our Waitlist for an earlier appointment?

Do you have secondary insurance?

When was your last appointment?

Do you need a referral from your primary care physician?

Briefly, what is the reason for your visit?

No

Sore throat

CONFIRM

DENY

20

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Patient-Self Scheduling Technology Example

Dashboard

- Manage Appointments
- Wait List**
- Manage Users
- Profile
- Messages
- Patient Approval Statuses

Wait List

Add

	Name	Phone	Note	
≡	Ginny Shipp	404-556-8158		More Edit Remove
≡	Sandy Beach	555-285-0000		More Edit Remove
≡	James Alexander	555-285-1551		More Edit Remove
≡	Melinda Johnson	555-226-2256		More Edit Remove

Add a Wait List Patient

X

First Name

Ginny

Last Name

Shipp

Phone

4045568158

Note

Providers - leave blank for all

x Dr John Carter, MD

Locations - leave blank for all

x Denmark Pediatrics

Appointment Types - leave blank for all

x Established Patient

Earliest date to notify patient about (mm/dd/yyyy)

11/26/2018

Date to remove from list (mm/dd/yyyy)

12/17/2018

Available Day/Time combinations for patient.
Leave blank to allow for any Day/Time

☒ M

☐ Tu

☒ W

☐ Th

☐ F

☐ Sa

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09:00 AM - 12:00 PM

☐ M

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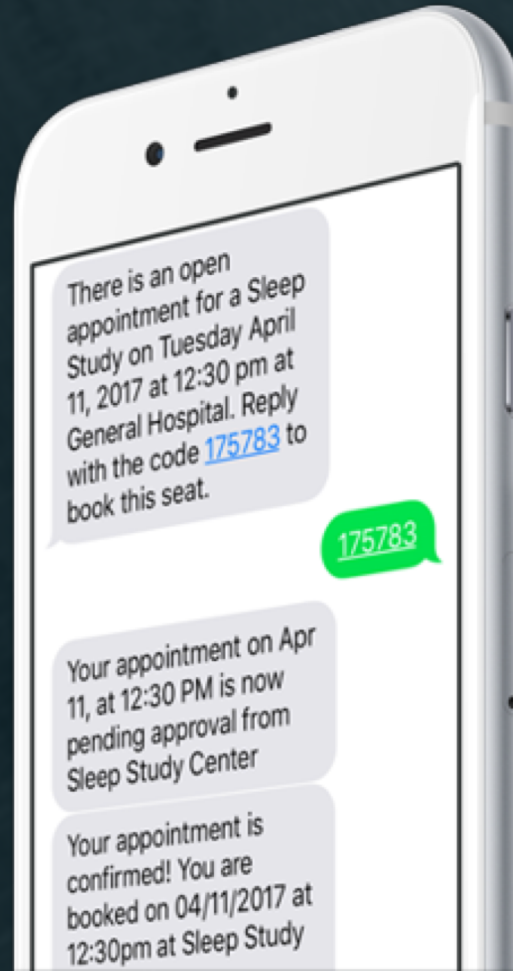
09:00 AM - 02:00 PM

Add Another Day/Time

CREATE

Cancel

Patient-Self Scheduling – Waitlist Confirmation



There is an open appointment for a Sleep Study on Tuesday April 11, 2017 at 12:30 pm at General Hospital. Reply with the code [175783](#) to book this seat.

175783

Your appointment on Apr 11, at 12:30 PM is now pending approval from Sleep Study Center

Your appointment is confirmed! You are booked on 04/11/2017 at 12:30pm at Sleep Study

Patient Self-Scheduling Impact

Patient Self-Scheduling improves Patient Access, quickly.

- Convenient for patients, increased patient satisfaction
- Competitive advantage for provider since easier for patients
- Increased staff productivity and allows focus on other tasks
- Maximize providers schedule and increase revenue

**Takes patients an average of 8 minutes to schedule by phone,
only 2 minutes online.**

Patient Self-Scheduling Takeaways

- Scheduling is the first step in patient access
- Now, technology exists to improve patients access and practice efficiency
- **KEEP IT SIMPLE**, must be easy and quick to use
- Develop a good rollout plan for patients and staff
- Measure success: provider productivity, revenue, lead time to appointments

Value of self-scheduled appointments will be \$3.2 billion in 2019!

Patient Access Webinar – THANK YOU!



Schedule a demo, email jkanka@relatient.net

Product details, email gshipp@relatient.net

Sources:

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