

A large, stylized graphic on the left side of the page, consisting of several overlapping, rounded, four-pointed star shapes in shades of orange and light blue, set against a light blue background that tapers to the right.

a case study by Clearwave  
a premier network provider in  
Patient Information Exchange.

The goal of the Clearwave solution is to expedite the check-in process as well as verify a patient's insurance eligibility. Our solution consists of two parts, the kiosk, where patients check themselves in, and the portal, where staff monitor real-time patient check-in's, insurance coverage, address validation and payment information related to each patient experience.



## The Customer

Piedmont Heart Institute brings more than 85 prominent cardiovascular physicians together with one of the premier cardiac centers in the region. The organization comprises physician practices, hospital services including the esteemed Fuqua Heart Center of Atlanta at Piedmont Hospital, cardiovascular research, education, collaborative quality initiatives as well as the Innovation Center and new program development.

### Key Highlights

#### Industry/Market

Large specialized medical facility  
32 locations in and around the Atlanta metro area  
85 physicians

#### Challenge

Piedmont Heart Institute's primary challenge was obtaining better and more accurate demographic and insurance information from patients while not adding more paperwork or time in the waiting room.

Allow Piedmont Heart Institute to keep existing NextGen practice management system to schedule, pre-register and check-in patients while also allowing Clearwave to integrate its network to provide Piedmont Heart Institute with real-time eligibility and demographic data seamlessly.

#### Solution

Clearwave Kiosk

Clearwave Integration Services - Clearwave created a bi-directional Integrated provider portal exchange with Piedmont Heart Institute's existing NextGen system.

## The Challenge

Piedmont Heart Institute wanted to collect more accurate patient and insurance information to help reduce the organization's bad debt and uncollected payment numbers without requiring patients to fill out more paperwork or spend more time in the waiting room. Additionally, Piedmont Heart Institute wanted an integrated solution that would automatically update its NextGen practice management solution.

Piedmont Heart Institute implemented Clearwave's Kiosk and Integrated Provider portal to expedite patient check-in and insurance verification while reducing transcription errors to help improve claim error rates.



### Key Highlights

#### Result

Reduced patient wait-time from seven to three minutes.

Improved positive return from benefit eligibility verification from approximately 60 percent to approximately 90 percent.

Collected more accurate insurance and demographic information, which led to a reduction in bad debt and uncollected payments. Ultimately, improving revenue by an estimated \$2.5 million to \$3 million

Integrated solution that automatically bi-directionally populates the organization's NextGen practice management system to ensure all systems are updated with the accurate and clean patient information.

# The Solution and Benefits



When a patient checks-in using the Clearwave Kiosk, they no longer need to manually fill out paperwork and their insurance is simultaneously verified through the Clearwave network. Through an easy-to-use touchscreen interface, patients simply enter or confirm demographic information and Clearwave verifies their identity and insurance benefits in real-time.

With the Clearwave Kiosk and integrated network, Piedmont Heart Institute can send and receive the following from its NextGen practice management system:

#### Outbound communication with NextGen:

- » Appointments
- » Demographics
- » Patient/insurance info

#### Inbound communication with NextGen:

- » Demographics updates
- » Check in notification
- » Copay posting

Overall, as a result of Clearwave's integrated solution Piedmont Heart Institute is seeing improvements in the following areas:

- » Lower administrative costs by reducing dual data entry.
- » New "scheduled" patients are sent to Clearwave, which makes it easier for the patient at the kiosk.
- » Eligibility verification is run at multiple points – at the time of schedule, when the appointment is confirmed and at the point-of-service.
- » Allows Piedmont Heart Institute more opportunities to correct patient information prior to the patient's arrival.
- » A streamlined and simple check-in process
- » More opportunities for payment collection at the time-of-service. Copays are collected at the kiosk and unapplied payment is displayed in NextGen.



Much like how the ATM network revolutionized the banking industry, Clearwave is changing the healthcare industry through the creation of a healthcare network and a single patient identifier that allows accurate patient data to be shared regardless of what provider a patient visits. Clearwave's patient information exchange software, kiosk and service based solutions, integrates with provider systems to authenticate patients, verify demographics, as well as confirm insurance and payment information, resulting in improved cash flow while enhancing the patient experience.



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