New Technology Bringing New Opportunities for Patients and Providers

Clearwave Offers Cloud Platform Solution to Healthcare

{Atlanta, GA} - March 23, 2015, In 1986 the revolutionary idea for a “pay-at-the-pump” option came into focus for America. Mobil, the first gas station to implement this option, began a trend that soon became the norm. At first, there was resistance and uncertainty because it lacked a “human component”. By 1994, 13% of gas stations used the pay at the pump method. As popularity for the new technology grew, more gas stations adopted the pay at the pump method and by 2002, 80% of all gas stations offered this service. This method proved to be faster and better for customers. Today, this has become so much the norm that people will drive away if the gas station does not offer a pay at the pump option.

In 2006, the first Clearwave Registration Station was installed. Like the pay at the pump option for gas stations, this new technology at first worried some patients and providers about the security of information given at the kiosk and the perceived lack of initial human. Clearwave’s vision of better and faster healthcare for patients began at patient registration with faster check-ins, more secure data transmission and a reduced time spent in the waiting room immediately improving the patient’s experience. Because of this easy to use technology, patients spend an average of 2-3 minutes at the kiosk, compared to the longer process of standing in line for a clipboard.

Baptist Health System located in Montgomery, Alabama implemented Clearwave registration technology and has seen dramatic improvements not only in improving the process but also in compliance, increased cash collection, a reduction in claim denials and an increase in patient satisfaction. Senior Vice President and Chief Financial Officer of Baptist Health said, “We value our Patients’ time and wanted to eliminate the traditional registration process which included a clipboard and long forms.”

Now, patients spend 50% less time filling out forms and the time spent in the waiting room has decreased by 70%. This allows providers to see more patients each day and their charts are ready an average of 9 minutes before the appointment time. Clark Memorial Hospital said Clearwave helped “provide our patients with a better patient experience. Our self-service check-in process allows the patients to move through our central check-in area in a more efficient matter. Our patients do not want to stand in line; they want to be seen as quickly as possible.”

By 2014, 10% of healthcare facilities have a self-service check-in option. Studies show that the trend will only continue. Similar to the gas stations, self-service patient registration is the future of healthcare, and will quickly become the expectation of patients.