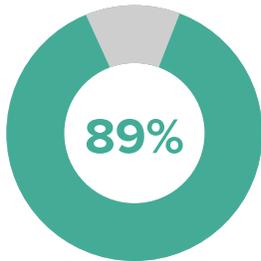


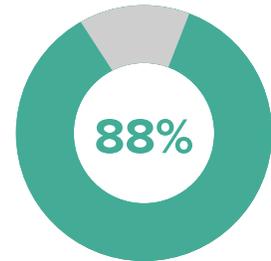
# Ophthalmology Clinic Gets Better Data and Cleaner Insurance Claims



**89% patient utilization**  
at Clearwave kiosks



Average patient  
**check-in time**



**88% average reduction**  
in check-in time

“The introduction of Clearwave has represented a **paradigm shift** within our practice. Prior to Clearwave, we struggled with getting good quality information from our patients and producing clean claims – this has changed dramatically. We have become a **model of business efficiency!**”

**Dr. Wayne H. Persutte, Ph.D., M.S., FACHE, CMPE, COE**

CEO | Tallman Eye Associates

Tallman Eye Associates wanted to improve their patient registration and check-in process for each of their clinics. They desired a more efficient use of human resources within the company. Tallman Eye Associates recognized that automating patient intake allowed them to provide better patient care in the waiting room and increase company revenue. In 2014, Tallman Eye Associates installed 11 Clearwave self-service patient registration kiosks across their five clinics. Kiosks are dual language and over 18% of patients that utilize the service use them in Spanish.

## Tallman Eye Associates Faced Several Challenges

- Tallman Eye Associates needed to improve the effectiveness of patient registration
- The practice struggled with getting patients to see the providers in a timely fashion

- They needed to increase the number and accuracy of patient demographic updates
- It was a priority within the practice to improve the overall patient experience

## Partnering With Clearwave to Achieve Results

Within Tallman Eye Associates, the percentage of patients that have active insurance verified at the kiosks was consistently over 90% from the period of August 2014 to January 2015. Across all Clearwave customers, the average is approximately 85%. 38,000 demographic changes were recorded by patients at the self-service kiosks in the four months leading up to the end of 2014. These updates were recorded automatically in the system with no intervention from the staff. The average check-in time has dramatically been reduced from 21 minutes to just under 3 minutes.

## STATS-AT-A-GLANCE

- **Implemented Clearwave Solution:** 2014
- **Practice Management System:** AllScripts
- **Number of Kiosks:** 11
- **Patient Utilization:** 89%
- **Average Patient Volume per Month:** 6,306
- **Average Reduction in Check-In Time:** 88%
- **Clearwave Check-In Time:** 2 minutes 30 seconds, down from 21 minutes

## An Effective Solution

- Patient consents are always asked per applicable visit through the kiosk logic resulting in less paper use and better compliance
- A custom question, utilized at the Lawrence and Salem locations, is asked based on symptoms patients report at the kiosk and their insurance coverage
- Meaningful Use questions are answered accurately by asking patients at the kiosk and update into Meinformaticx
- Eligibility reviews all patient check-ins the day of the appointment. The front desk reviews notes made by eligibility and collects any additional data needed from patients
- The call center is now verifying health insurance eligibility and re-scheduling patients with inactive insurance
- Patient referral source is tracked by asking patients at the kiosk this question once a year
- Patients are asked if they are interested in contact lens options at the kiosk, resulting in an increase in contact lens purchases

To learn more about Clearwave, [request a demo](#), or visit us at [clearwaveinc.com](http://clearwaveinc.com)