

A Pandemic and a Practice: Lessons Learned and Where to Go from Here

Housekeeping

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Follow-up

A recording and slides will be sent to all attendees

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TODAY'S SPEAKER



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CEO, Orthopedic Associates of Dutchess County



Let's Take a Poll!

Initial Pandemic Impact



Location



“Overnight” government shutdown



Multiple employees (no providers) tested positive



Highest impacted department: surgical scheduling – lost 60% of the team overnight



Implementing Telemedicine



In 1-day, established a telemedicine system for all providers:

- Provider Setup
- Templated schedules
- Staff and patient training
- Documentation
- Insurance billing requirements
- Moved office appointments to telemedicine
- Workflow for arriving patients
- Billing services
- Tracking follow-up needs and in-person needs
 - x-rays, MRI, EMG, bracing, injections, surgery



Let's Take a Poll!

Pandemic Financial Impact & Post-Pandemic Opportunities

Office Visit Volume:

- March 91% | April 55% | May 65% | June back to normal

Surgical Volume:

- March 78% | April 34% | May 67% | June 120% | July 116%

Process Improvement:

- Created Patient Navigator for pre-screening of all NF/WC patients
- Utilized Clearwave Kiosk to pull report on all upcoming NF/WC patients

Insurance Approval:

- Audited documentation requirements and improved templates
- Prevent delay of care and control staff spend on follow-up

Handling In-Office Concerns



Social distancing, masks, screeners, no guests, on-going office disinfecting

Making staff and patients feel safe

Digital COVID-19 screening questions through Clearwave

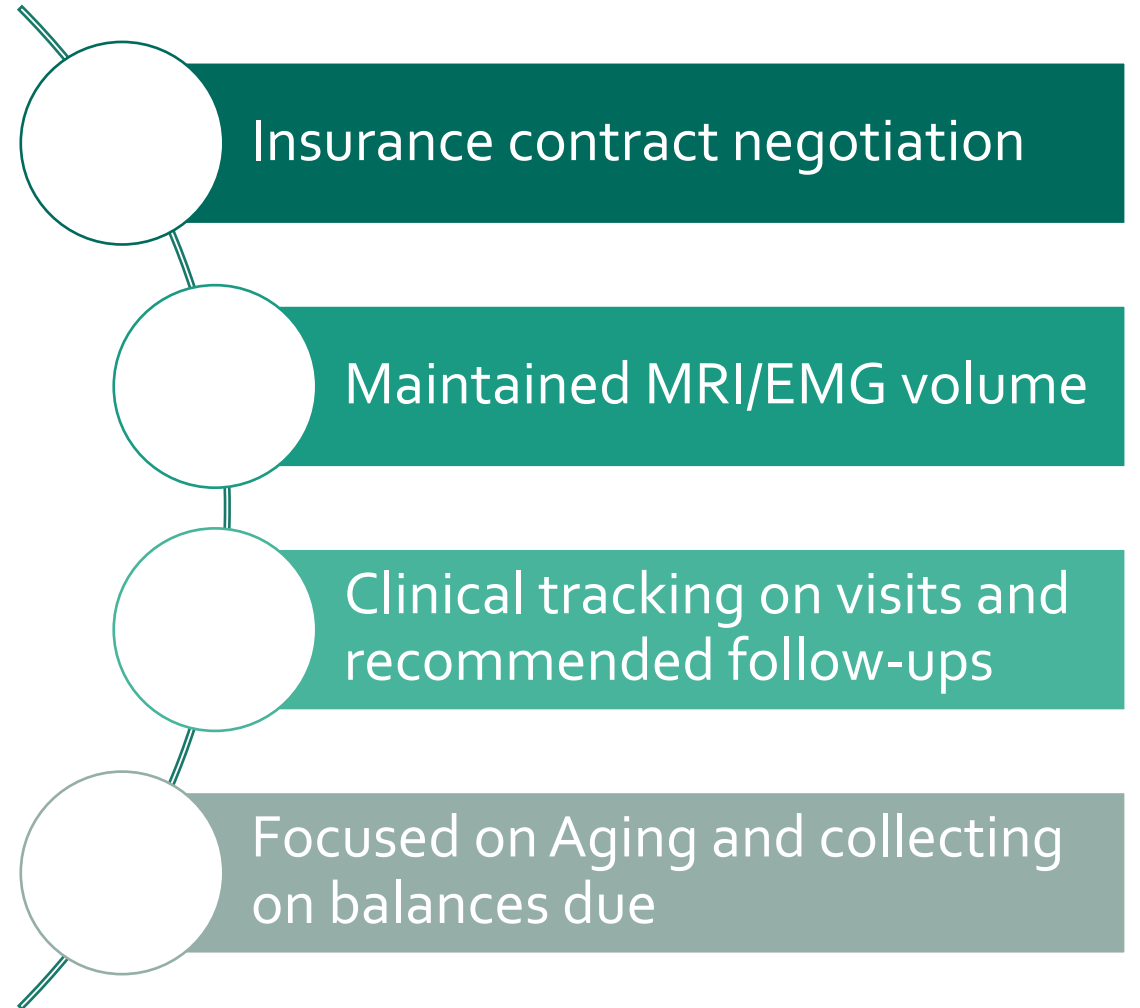
No contact with the patient at registration (paperwork and bill pay)

Building confidence with staff and patients about safety

Financial Impact

Revenue: 2019 - 2020

Q1 (11/1-1/31)	12% increase
Q2 (2/1-4/30)	0.4% decrease
Q3 (5/1-7/31)	7% decrease
Q4 (8/1-10/31)	0% flat
	1.2% overall impact



Remote Work



250 employees

IT infrastructure

Success story:

- Billing charge entry is more productive remotely

Clearwave "Wizard":

- Clearing insurance flags and updating accounts pre-visit

Protect PHI during transit and at remote location:

- Purchased HIPAA lock boxes for transit

Employee WC injuries:

- Process to ensure home office safety

Workflow and productivity tracking:

- Are you getting the same return on investment?

Next Steps: Post-COVID

1

Ongoing cost for screener

- 5 locations: ~ \$175k/yr

2

Temp requirement for anyone entering building

- Replace with self thermometer system

3

Build on Kiosk

- Have patients answer all updated COVID-19 screening questions

Operational Improvements



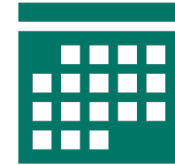
Improved tracking of cancelled surgical patients



Cancelled over 1,000 surgeries "overnight"
Evaluated our current process – needed improvement



Identified documentation issues
Built processes to improve documentation requirements and communication between billing (back-end with providers)



Trained surgical scheduling department to use Clearwave for a double-check on insurance prior to obtaining surgical authorization

Planning Ahead for a Second Surge



Telemedicine: Was your system sufficient? Do you need to upgrade technology?



Staff: Do you have infrastructure to have them work remotely?



Patient Safety: Are you continuing to adhere to safety measures? (Look for opportunities for contact free options)



Business: What is your plan for protecting finances? If you received PPP funds, would you survive a second surge without them?



Do you have an emergency plan? In writing? Dust it off!



Put a plan in place now while you have time.



Questions?

Ask Anything!



Thank You

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