

UAB Highlands Orthopaedic Clinic



OVERVIEW

Problem

Handling over 250 patients a day was a challenging task that UAB had to endure daily. Additionally, wait times delayed due to manual order entries and the registration process.

Solution

The UAB team saw the potential for self-serve kiosks to reduce wait times and improve their registration process. They installed Clearwave kiosks with Posiflex XT Series touch screen terminals.

Results

Check-in times were reduced to less than 3 minutes per patient, and less than 1 minute, 20 seconds for returning patients. Point of service collections increased over 100%.

Posiflex XT Series Touch Screen Terminal

The XT Series terminals used by Clearwave have been deployed over years with maximum uptime in the most demanding environments.

Spill- and dust-resistant models are silent, fan-free, and completely solid state with no moving points of failure.



The XT series has an adjustable neck for optimal viewing, so flexible it even folds flat. To minimize cable clutter, the multi-function terminal base can integrate its own power brick and a 24V PoweredUSB for direct printer connection.

Optionally a second hard drive, battery backup and 8-port hub (in place of the PoweredUSB) can be included.

Clearing the path to an improved patient experience — just what the doctor ordered

Visiting the doctor’s office can be a frustrating experience, especially having to fill out forms and sit in the waiting room, tolerantly anticipating your turn. UAB Highlands in Birmingham, Alabama knows this situation all too well. The clinic averages over 250 patients per day. And, with that many patients, there are bound to be longer wait times and greater potential for error in the registration process as well.

The first day of operations saw over 200 patients check in with the overall check-in time reduced to less than 3 minutes per patient. Average check-in time for returning patients is now less than 1 minute, 20 seconds. Point of service collections increased by over 100%. Patients commented on the reduction of the paperwork being a very nice change.

The UAB team wanted to find a solution to shorten the waiting room time for patients, to provide a more efficient way of collecting co-payments, to streamline the overall registration process, and to create a better overall patient experience.

They looked at a potential solution in self-serve kiosks. Although self-service kiosks have been used for many years by the airline, banking, and grocery store industries, there has been limited use in the healthcare industry. A study completed in 2009 by the California Healthcare Foundation noted that less than 10% of healthcare entities had self-service kiosks in use at that time. But, that number has grown due to strong consumer interest in their providers having self-service kiosks.



The UAB team understood this, but saw a real potential in installing kiosks for their clinic, as a solid means to become a more efficient facility for their patients and for the organization. So, they decided to install some kiosks powered by Clearwave, equipped with silent, fan-free Posiflex touch screen terminals.

Collecting demographic information has also improved at the kiosks with the adding of a primary care physician contact, capturing new and updated email addresses, and providing telephone numbers in case of appointment changes.

Rob Crabtree, Administrative Director of Orthopaedics at University of

Boy, did they make the right decision.



Alabama Birmingham, notes, “Our patients and community relies on University of Alabama Birmingham to provide the highest level of quality care possible, with a continued emphasis on improved patient satisfaction. Our patients and staff have been very supportive of Clearwave and love the simplicity and ease of use. They appreciate that patient check-in is faster and easier than ever before.”

UAB is one of the largest public health systems in the country, and is expanding the Clearwave self-serve kiosk solution and Posiflex terminals to other outpatient clinics, with the potential to touch more than 1 million visits per year. ■

The success of self-service check-in technology at UAB points to three reasons why it provides greater value for physician practices and those they serve.

1. Digital check-in changes the psychology of patient payment. When the system informs patients that a copayment is due, they are more likely to pay right then, at the point of service, assuming they’ll be unable to see their physician unless the payment is made. This reduces the tendency of patients to delay payment.
2. Self-service check-in has multigenerational appeal. UAB specialists serve 200 patients a day, many of whom are elderly. Initially, there was concern that older patients would resist the self-service check-in platform. But a colleague at a specialty clinic in Birmingham said her clinic found the opposite to be true—that seniors take pride in being able to manage the registration process on their own.
3. Staff is more likely to embrace transformation of patient check-in when they see the value it creates for patients and staff alike. Appropriate training and onboarding eased the transition for UAB. The staff appreciates the ability of the system to capture updates to patient information more quickly than they could collect manually—at a rate of 200 updates per day.

About

Clearwave Corporation, headquartered in Atlanta, GA, is the leading provider of self service kiosk registration and eligibility verification solutions. Clearwave’s solution automates eligibility verification and greatly reduces the time patients spend checking in and sitting in the waiting room. Please visit www.clearwaveinc.com for more information.

Posiflex since 1984 has designed, engineered and manufactured Point of Service (POS) terminals with a long legacy of reliability and durability. Today, Posiflex has a full line of touch screen tablets, terminals, kiosks, peripherals and services.

Posiflex Business Machines, Inc.
30689 Huntwood Ave.
Hayward, CA 94544
P: 888-968-1668
F: 510-475-0982
sales.department@posiflexusa.com

Posiflex designs and engineers Point-of-Service terminals that deliver performance at a lower total cost of ownership. Since 1984, awarded with over 30 patents for innovation, Posiflex terminals are overbuilt, to overperform. With global presence and a comprehensive suite of services and peripherals, trust your Point-of-Service to perform at maximum uptime through revolutionary technology, reliable quality, reasonable pricing and recognized service.

POSIFLEX™

See how Posiflex
is built better



www.PosiflexUSA.com