

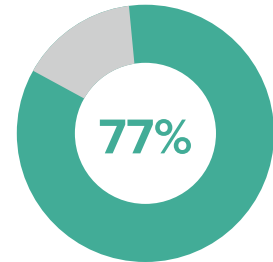
Clinic Reduces Waiting Room Time by 77%



100% increase in point-of-service collections



1 minute, 16 seconds average check-in time



77% reduction in waiting room time for patients

“The excellent customer service we receive today is the same as the day we signed our contract. It is easy to tell they are genuine and not just trying to sell their product. Behind the scenes, they monitor our account and proactively reach out with suggestions to help make us more successful.”

Shelley Gerads

Business Office Manager | St. Cloud Orthopedic Associates

Opening their doors in 1955, St. Cloud Orthopedic Associates have proudly been in business for over 65 years. With 20 physicians and two locations in Sartell and St. Cloud, Minnesota, their practice sees on average 500 patients each day.

It was in 2016 when St. Cloud Orthopedic Associates began looking for a solution to solve their terribly long lines. “I would look down into our lobby and would often find lines out the door”, said Shelley Gerads, Business Office Manager for St. Cloud Orthopedic Associates, who is responsible for managing patients from appointments through collections.

St. Cloud knew they needed a solution to provide a better check-in experience for patients. During the

evaluation process St. Cloud looked for solutions that could help them solve three primary business challenges:

- Shorten the waiting room time for patients
- Create an overall positive patient experience throughout the patient lifecycle, starting with check-in
- Collect co-payments and outstanding balances efficiently

After choosing to implement Clearwave, St. Cloud solved those business challenges, seeing a reduction of average check-in time from 5 minutes to 1 minute and 16 seconds, a 77% decrease!

They improved their patient check-in experience further by providing a patient greeter, resulting in

STATS-AT-A-GLANCE

- Implemented Clearwave Solution: July 2016
- Current number of kiosks: 8
- Practice Management System: Allscripts
- Decrease in new patient in check-in time: 77%
- Clearwave check-in time: 1 minute 16 seconds, down from over 5 minutes
- Average increase in POS Collections: 100%

increased patient satisfaction and a positive lasting impression from more personalized care with one-on-one guidance through check-in and the ability to thank patients as they depart the practice.

Clearwave not only enabled a boost in patient satisfaction and front-office efficiency but also increased patient throughput, resulting in the ability to see more patients daily and improved their collections process, creating cleaner claims.

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