

# PATIENT ACCESS

## DEPARTMENT PRIDE REPORT



# Patient Access



We are One Team!  
-and we rock!



# Our Patient Access Team - 5 Years of Service and Under



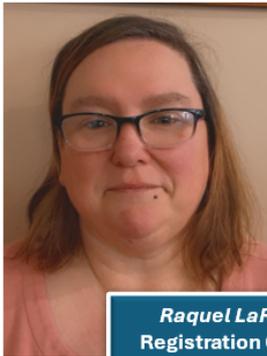
**Melissa Scott**  
Centralized Scheduling  
5 Years



**Kaylee Westbrook**  
Registration Lead  
1 Year



**Tori Sines**  
Registration Clerk  
1 Year



**Raquel LaRue**  
Registration Clerk  
1 Year



**Jennifer Johnston**  
Registration Clerk  
2 Weeks



## Our Patient Access Team –



**Charity Ballanger**  
Registration Clerk-PRN  
1 years



**Beth Cain**  
Registration Clerk-PRN  
5 years



**Shawna Huggins**  
Registration Clerk-PRN  
3 Years

## PRN Team



# Our Patient Access Team – 6 - 10 Years of Service



**Rexanna Harsch**  
Registration Clerk  
6 Years



**Raquel Bohi**  
Registration Clerk  
6 Years



# Our Patient Access Team –

# 11 – 15 Years of Service



**Chasity Hudson**  
**Centralized Scheduling**  
15 Years



# Our Patient Access Team-

# 16 – 20 Years of Service



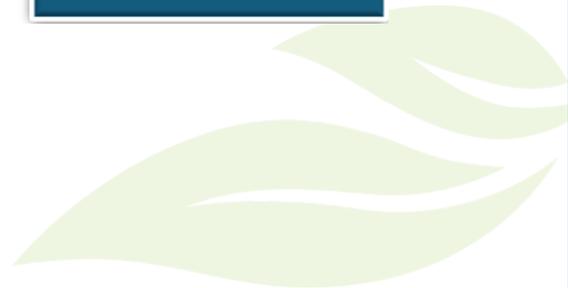
**Carmen Funk**  
Registration Clerk  
16 Years



**Sara Joos**  
Registration Clerk/Receiving Spec.  
17 Years



**Jackie Burdett**  
Patient Financial Services Manager  
18 Years



# Our Patient Access Team-

# 26-30 Years of Service



***Denise Speer***  
**Registration Clerk**  
26 Years



# Our Patient Access Team-

# 31-35 Years of Service



**Samantha Spurgeon**  
**Switchboard**  
32 Years



# What we do



- Registration Clerk
- Registration Lead
  - Face of the visit, greeting all with kindness and respect and a warm smile
  - Assist patients with review of correct demographics, insurances and collects copays
  - Direct patient workflows for the facility during patient visits
- ER Registration
  - Assist patients seeking emergency care, quickly enters patient into the system and notifies clinical staff of patient arrival and chief complaints
  - Posts daily receipting
- Centralized Scheduling
  - Schedule incoming requests from departments, internal and external providers, and patients
  - Monitors work pools for scheduling of patients
- Switchboard
  - Directs callers to the correct service line
  - Process daily self pay payments



# Recent Achievements



- New weekend team member
- Implementation of Phreesia
- Copay competition



# Patient Access

## Phreesia

- Patient Engagement Solution
- Phreesia began October 19<sup>th</sup>
- Allows patients to register prior to their appointment
- Quicker patient registration times
- Communication tool between departments



# Patient Access

## Phreesia

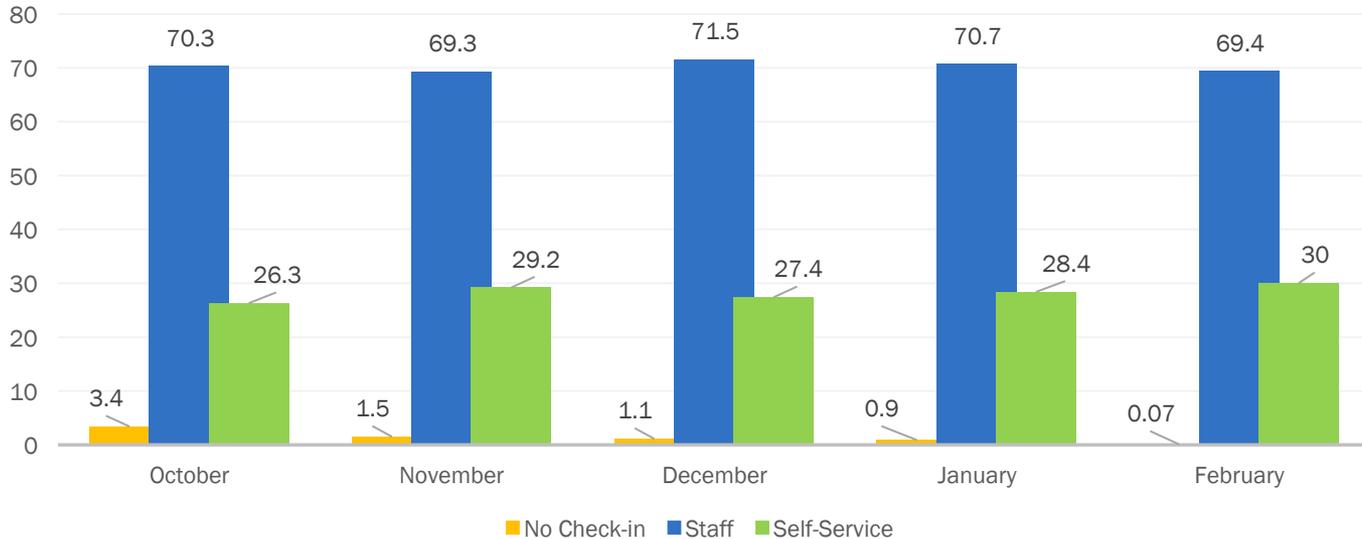
- Patients are notified via email or text to confirm appointments
- Patients are then prompted to complete the registration process
- Review of demographics and insurances
- Able to obtain signatures, copies of ID's and insurances as well as process copays



# Patient Access

## Phreesia – Monthly Check-in Stats

### Check-in Percentages



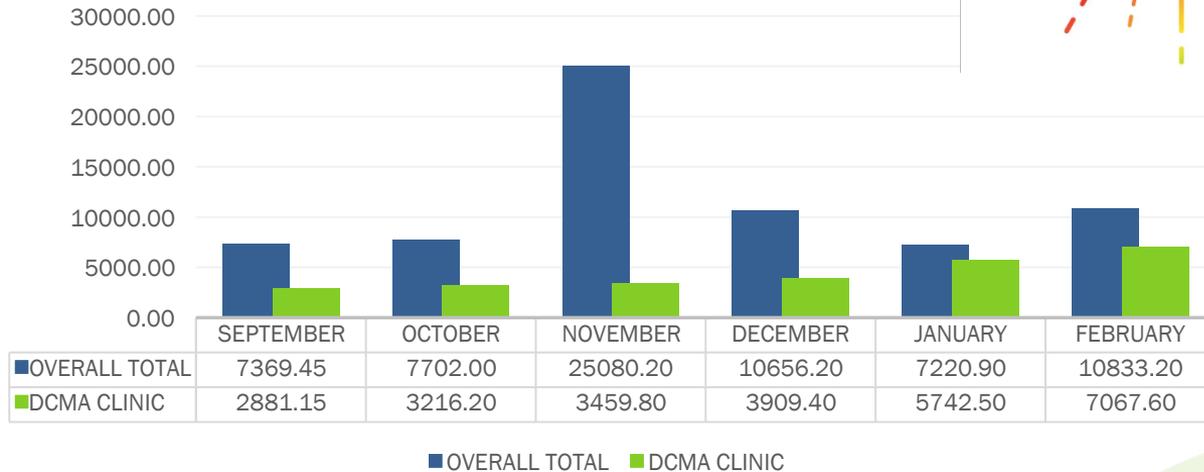
# Patient Access

## Upfront Collections

- New Upfront Collection Records

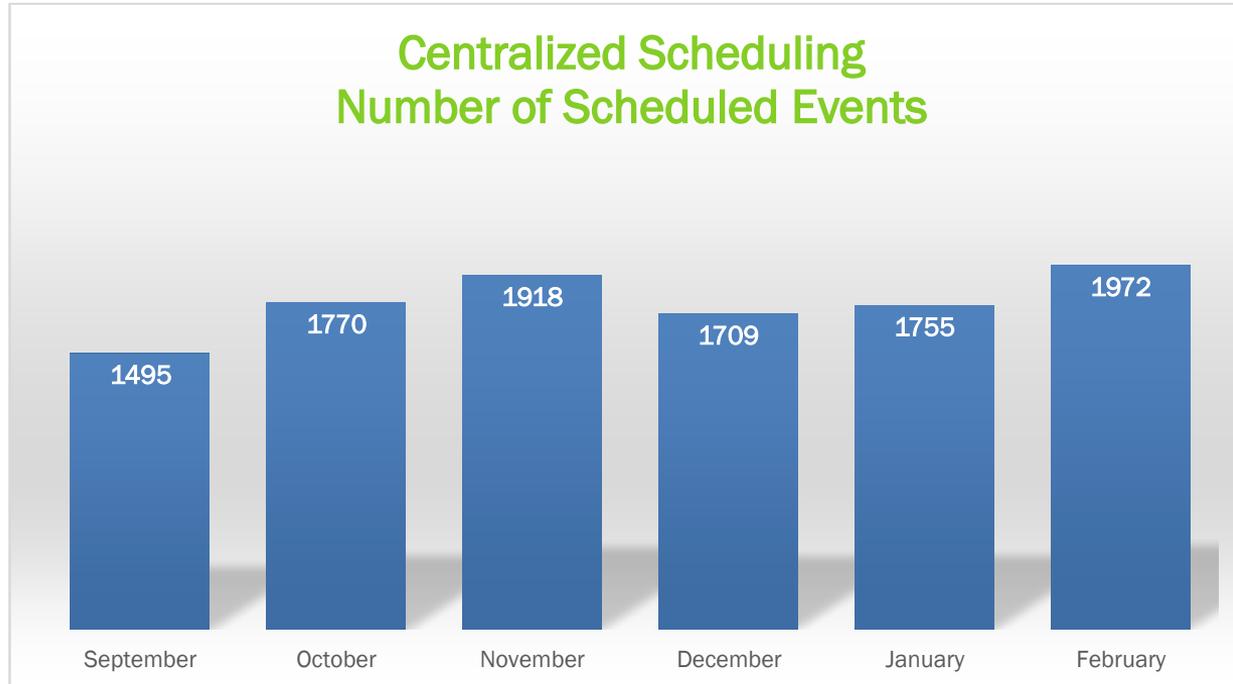


Upfront Collections



# Centralized Scheduling

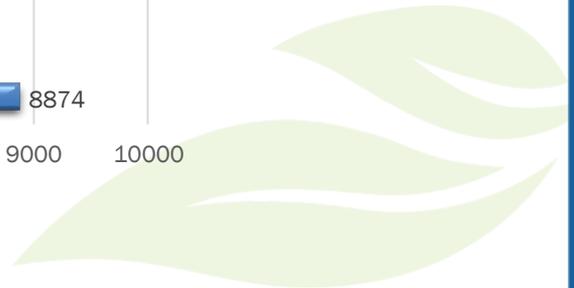
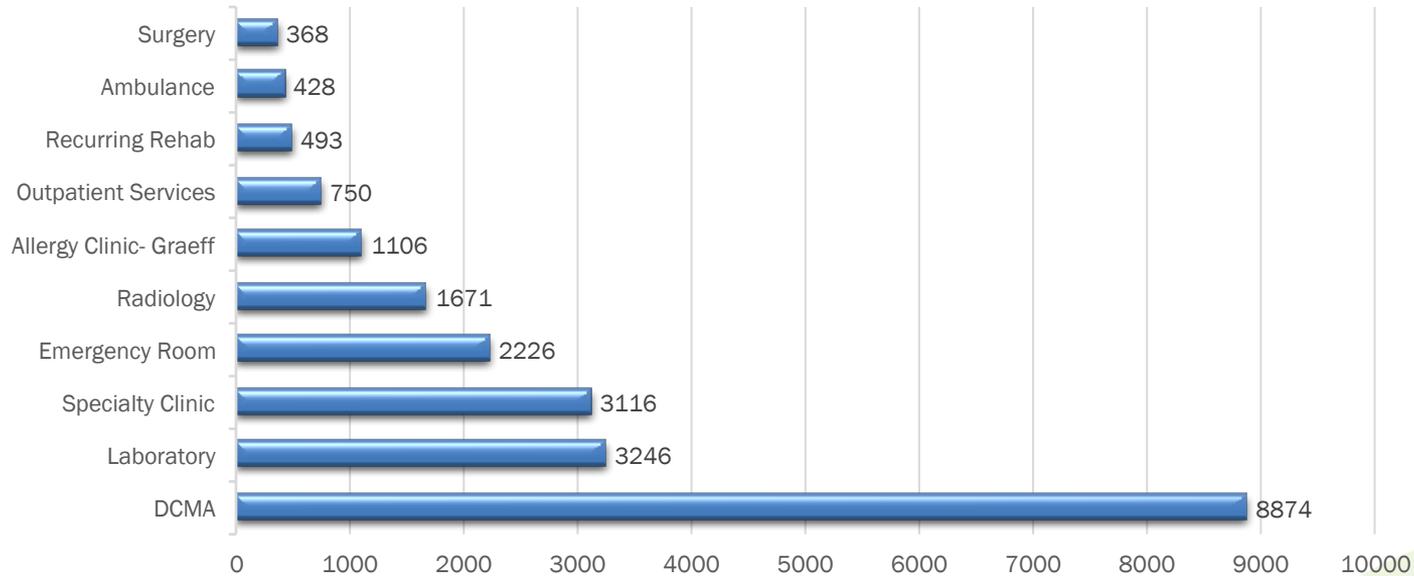
## Scheduled Events



# Patient Access

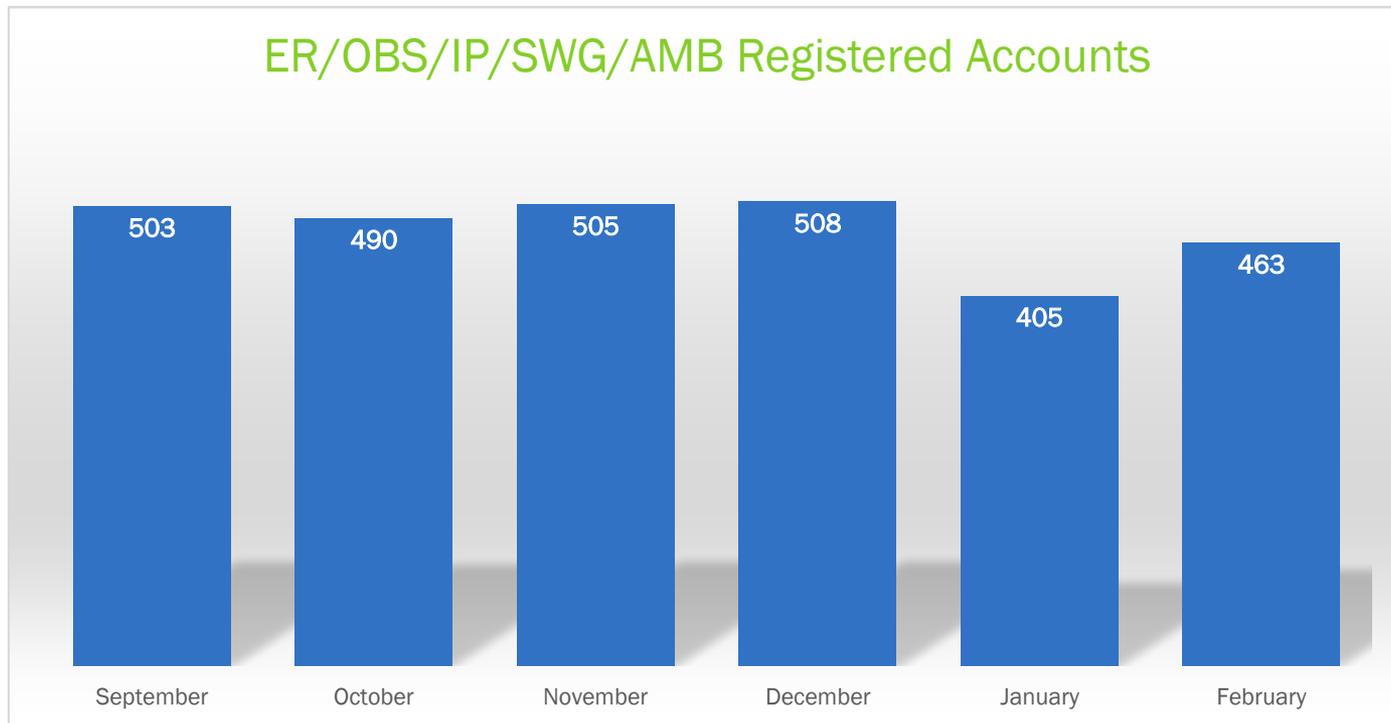
## Encounters Registered by Departments

Top 10 Services Accounts Registered



# ER Registrations

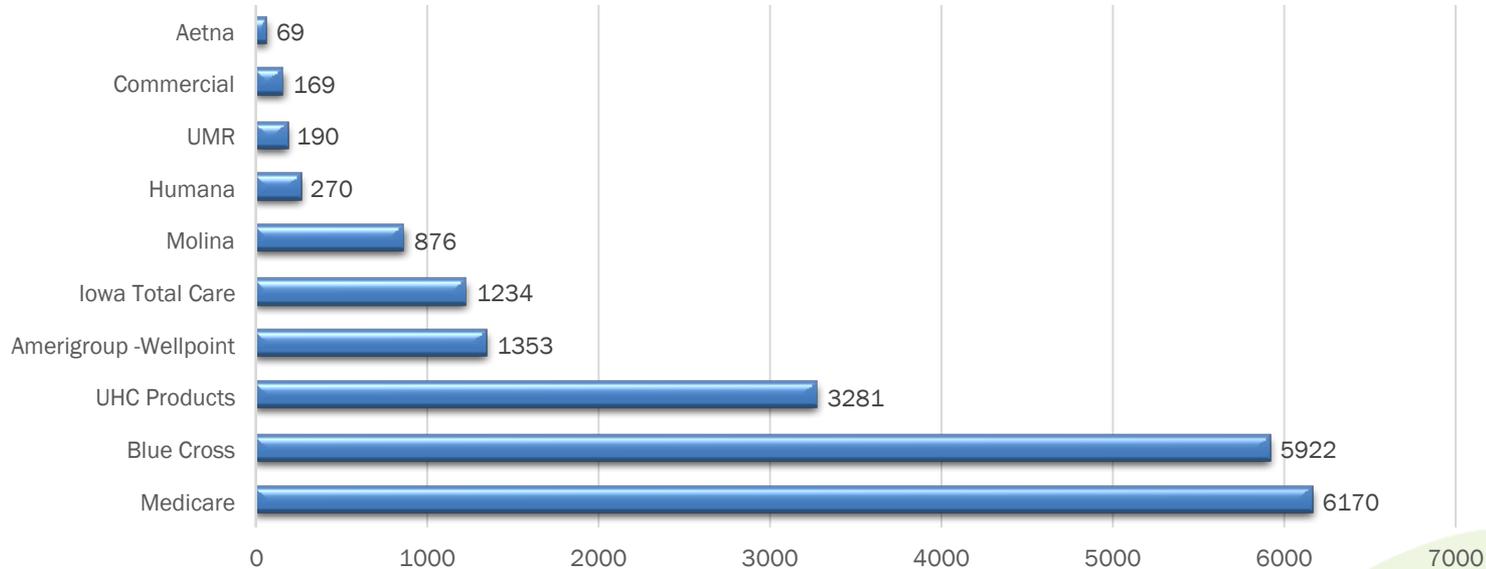
## Registered Encounters Per Month



# Patient Access

## Registered Encounters by Insurance

Total Encounters by Top 10 Insurances



# Upcoming Events



- Continuation of our Copay Challenge
- Increase percentage of self-service check-in
- Patient Access Certification Courses

