

# Returning the focus from paperwork to patient care

## Tallahassee Neurological Clinic

EHR/PM: Centricity Practice Solution | 15 Providers

The Tallahassee Neurological Clinic (TNC) is a practice that provides neurology, neurosurgery and pain management services for residents of North Florida and South Georgia. A few years ago, they decided to do something about their growing paperwork problem. They tried a digital check-in solution, and it was deemed “a big flop”. Being burned once, they were hesitant to evaluate another patient intake solution, so they decided to focus on a point solution that would allow them to electronically sign surgical consent forms. As the clinic explored options, they came across CheckinAsyst. “We were pretty wary going into it,” said Evie Van Rijs, the Clinical Services Manager at TNC. “In my position, choosing the solution was my first big project, and I wanted it to be something that I was willing to put my name on.” CheckinAsyst offered so much more value than what they initially thought was possible, so they decided to go for it.

### Boosting Patient Experience with CheckinAsyst Pre-registration

The biggest benefit to patients is the option to complete their paperwork from home. They can access and update their medication and personal information via a mobile phone or laptop.

“Some of our patients are on 20-plus medications,” Van Rijs said. “With the pre-registration option, patients no longer have to bring their whole bag of medications into the office, then write them all down on a paper form.” Currently, 50% of patients are taking advantage of the pre-registration capability.

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- Evie Van Rijs, Clinical Services Manager

“Moreover, it is very important for TNC to capture a patient’s medications before surgery,” explained Van Rijs. “Pre-registration definitely cuts down a lot of inefficiency in several different areas of the office.”

### Improving Staff Productivity

Patients complete their digital intake in a self-service mode from home or at the facility. This eliminates scanning, shredding, and data entry for the staff. The front office staff is able to manage patient flow and track important metrics more effectively using the CheckinAsyst dashboard. “In addition to getting patients checked in, the staff can also answer calls or tend to other responsibilities with greater ease,” Van Rijs said.

Also, the clinical staff no longer has to spend time with their heads buried in the computer capturing Medical History or the Review of Systems. Information already entered by the patient flows to the EHR via the robust integration with the Centricity Practice Solution. The staff then do a quick reconciliation of the history with the patient, allowing them more time to focus on the purpose of the current visit.