

# Clinical Data Integration Between Check-in and EHR Helps Redwood Save Staff Hours and Minimize Patient Wait Times

Customer Story

Provider Count: 9 | EHR: Greenway Prime Suite | Location: Santa Rosa, California

At Redwood Dermatology, digitizing the patient intake process was always on its radar. But when the pandemic hit in 2020, the practice decided to speed up its digital adoption.

While the focus was on eliminating paperwork for a contactless check-in, Redwood saw tremendous improvement on various fronts.

## Shorter wait times, happier patients

Previously, long lines were a common sight at Redwood Dermatology. With CheckinAsyst's digital workflows and patient check-in modes, the practice quickened patient intake and minimized crowds at the front office.



### Patient pre-registration

Unlike before, patients – both new and returning – could now complete the forms at home or anywhere, all without the paper mess. This meant they didn't have to spend more time at the practice, and the front office could easily cut down long lines.



### In-office check-in

Redwood sees patients of all age groups. With in-office check-in modes, CheckinAsyst helped address different patient preferences. Patients who did not pre-register could use the iPads at the office to complete the forms. And in case anyone needed help navigating the check-in workflow, the staff stepped in for assistance.

**50% reduction in patient wait times due to digital check-in**

## Powerful clinical integration saves time

Earlier, the staff used to take hours to scan forms and manually type patient information into the EHR. With its robust clinical integration with Prime Suite, CheckinAsyst sent the **patient data captured during the check-in process directly to the patient chart.**

**7 hours saved weekly by eliminating scanning and manual entries**

*“The ability to have all the patient data populate into Prime Suite without adding staff time was the number one reason we chose CheckinAsyst. Once the data gets captured, all the staff had to do was confirm it with the patient. This helped speed up the check-in process.”*  
— **Tracy Callister**, Office Manager, Redwood Family Dermatology

With increased staff capacity, the practice was able to reallocate staff from administrative work to addressing patient-centric duties and phone calls.

## Ensuring accurate, up-to-date patient data

Outdated patient information was a growing concern at Redwood. And the manual process was incapable of addressing these challenges.

*“Earlier, we used to have patient information that dates back a year or two. And we had to capture the data when the patient came in manually. Now, the system automatically does that for us and prompts patients to update the information regularly. It just ensures that we always have up-to-date patient information.”*

With its bi-directional integration with Prime Suite, CheckinAsyst pre-populates the patient forms with the existing information from the EHR. Patients could verify and make updates wherever necessary during their visit.

## Providers get more face time with patients

With CheckinAsyst, Redwood saw better care coordination between its front office and back-end teams.

*“Because of scanning and manual entry, the patient data didn't get into the system right away. The back office couldn't send the patients quickly, which interrupted our workflow. With CheckinAsyst, we have streamlined the process, and the providers have more face time with the patients.”*

Ready to streamline your patient intake process like Redwood Dermatology?