

Memphis Neurology Sees 40% Staff Optimization and 150% Improvement in Patient Payments

Provider Count: 9 | EHR: Greenway Intergy | Locations: Germantown, Southaven

Challenges of the existing digital intake tool

With a goal to modernize its operations, Memphis Neurology had adopted a popular patient intake software in the past. While the software provided a digital experience for the patients, the medical assistants' experience was a different story.

The tool captured patient data in digital forms but sent it to the EHR only as PDF documents. This meant that the medical assistants had to *manually enter all the clinical data in the appropriate fields of the EHR* to prep the provider for the visit. So, despite the intake software, the MAs took additional time to record patient data. The patients and providers had to wait longer for the examination. This affected staff productivity, wait times, and patient experience.

Maximizing time savings and staff utilization with clinical integration

Since adopting the existing tool didn't improve practice efficiency as expected, Memphis Neurology decided to shift to CheckinAsyst®. The team at Memphis saw a significant and immediate impact. With an unmatched clinical integration with Intergy, CheckinAsyst could send the patient's clinical data into the appropriate fields of the EHR instead of a PDF.

Saved 5-10 minutes of clinical time per patient

as the staff no longer had to manually enter the patient data from the PDF into the EHR.



Using the old intake tool, patients took 30 minutes to fill the form, but the medical assistant had to put in additional work and time for capturing the information in the encounter form. For the amount of money for the hardware, staff, storage, and service, it didn't make any sense.



Cindy Papke

Clinical Administrator,
Memphis Neurology

Over a short period, Memphis realized that a superior clinical integration had cascading benefits. The medical assistants and front office staff could rely on CheckinAsyst's digital workflows to breeze through the intake process. Ultimately, the practice could run its operations with **40% less clinical and front-office staff**.

Staff utilization improvements at Memphis Neurology

Before CheckinAsyst	After CheckinAsyst
Required 10-15 medical assistants and 4-5 front office staff	Able to manage patient intake with a lean team of 8 medical assistants and 3 front office staff

With the additional bandwidth, Memphis mobilized its available staff to address other critical processes, for example, scheduling patient appointments. This strategy helped tremendously to address staff shortage and hiring challenges.

Tailored digital workflows unlock practice efficiency

“Our old software had a set template. Working for 23 years, I know how our patients would want to read the forms. With CheckinAsyst, we could fit it specific to our patients, include relevant questions, and choose the data that goes back to the EHR. We successfully made it look exactly like our original workflow and sequence.”, said Cindy Papke.

With its tailored workflows, CheckinAsyst delivered multiple efficiencies to Memphis Neurology.

- **Capturing relevant patient data:** Earlier, the practice faced difficulties in capturing vital patient data. CheckinAsyst helped Memphis overcome this challenge by making related questions mandatory during the intake.

10x improvement

in capturing past medical history and Social Determinants of Health (SDOH)

- **Minimizing claim denials:** Previously, the medical assistants entered clinical findings in the Review of Systems (ROS) and EHR manually. As a result, human errors were high, leading to costly claim denials. CheckinAsyst’s ability to send discrete clinical data back to the EHR allowed them to automate data capture and thereby reduce inaccuracies significantly. This became a huge relief for billing teams.
- **Going paperless with on-demand forms:** There were instances when the practice required patients to complete additional forms. Instead of resorting to paper, the clinic could now trigger CheckinAsyst’s on-demand forms. The patients could easily complete these additional forms either during or after their check-in.

With the combined impact of digital workflows and seamless integration, Memphis Neurology expanded staff capacity and could serve more patients.

25% increase in patient volume

As medical assistants and providers could see more patients daily

Boosting patient payment collections

As a practice that caters to multiple specialties, the old patient intake tool couldn’t help collect payments consistently for all appointments.

With CheckinAsyst, the practice used a combination of these digital tools:



Automated insurance eligibility verification



Payment plans configured based on appointment types



Digital payment methods and website payment

Both patients and staff enjoyed the convenience of these payment tools. And the result was loud and clear.

150% increase in weekly payment collections

at the front desk using CheckinAsyst

Our customer shares: It’s not just the features that matter



Reliable platform



There were instances where our previous digital intake platform would be down, and we couldn’t use it for a day. We’ve been using CheckinAsyst for quite some time now and haven’t experienced any downtime. — Cindy Papke



Customer Support



If our payments didn’t go through and we didn’t notice, we always had the team reach out to us, enquiring if they wanted us to initiate reprocessing requests. That’s the kind of customer support CheckinAsyst provides. — Cindy Papke

