# Multi-specialty Clinic Achieves 30% Higher Staff Capacity and 2X More Compliance with Digital Check-in

Jersey Community Hospital | Provider Count: 36 | Locations: 15 | Speciality: Multi-specialty

#### Challenges

With its paper-based check-in process, Jersey Community Hospital faced these inefficiencies:

- » Time-consuming check-in process with manual data entry and insurance verification
- » Patients growing uncomfortable with sharing information in a public environment
- » Lack of safer workflows with social distancing during COVID-19
- » Varying patient wait times resulting in delayed appointments and higher dissatisfaction

#### Faster patient check-in, more staff capacity

As a first step, CheckinAsyst helped JCH Healthcare digitize all their registration forms – Demographics, Pain Medication, HIPAA Notice of Privacy, and Patient Consent. The clinic then set up pre-registration that allowed patients to complete their forms even before they came for a visit. For the elderly or anyone who needed assistance, the staff helped them register using iPads.

With this came two significant changes – both patients and staff could breeze through the check-in process.

Managed patient intake **without rehiring 2 FTEs** who were lost due to attrition

Patients who pre-registered completed **check-in in less than 1 minute** rather than spending several minutes

### Improving clinical efficiency for better compliance

CheckinAsyst leveraged its robust integration to send patient information from the intake forms to the EHR fields. This created a rippling effect on their clinical processes. » Freed up medical assistants' time from keying patient data who used the extra time to validate the information and send it directly into the EHR

**Customer Story** 

- » Used automated workflows to ensure patients complete annual assessments like SBIRT (Screening, Brief Intervention and Referral to Treatment)
- » Auto-scored and posted assessment forms into the EHR and captured data for quality measures across multiple specialties
- » Saw an increase in compliance scores for assessments like fall risk, smoking, and more. In particular,

Increased compliance for PHQ-9 forms from 40% to 86%

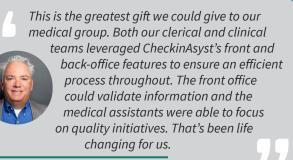
# Achieving practice excellence with a digital front door

Gradually, JCH Healthcare has seen progress in different facets – be it managing intake with minimal staff during shortage crisis, improving quality measures, and boosting patient satisfaction.

#### **Maintained patient volumes even** after losing 2 providers due to streamlined check-in

Reached the **Top 25% for CG-CAHPS** through process improvements

Minimized **no-show rates** to **below 3%** with appointment reminders



**John W Giertz**, CMPE, Vice President of Physician Services, JCH Healthcare

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