

# Improving the Patient Experience

*Focusing on patient access efficiencies*

## Multi Facility Healthcare System

*New York/Connecticut area*

The health system is a local family of nonprofit hospitals and healthcare providers in the NY/CT area. They have deep roots in their respective communities and work together to provide quality care. Supplementing their hospitals with long-term care facilities, a free-standing radiation oncology center, urgent care centers, a multi-specialty medical practice and a home care service and affiliated healthcare providers Medical Practice, The Heart Center. Together, these hospitals and healthcare providers devote themselves to the development of clinical specialties and medical programs and services

Challenged to improve their hospital pre-service patient experience and financial liability knowledge, the hospital began to analyze their process and technology efficiencies. With an industry-growing consensus that Patient Access is the most critical component of the health care revenue cycle, the healthcare system made the decision to tackle this critical area. Money is made or lost in Patient Access before care is ever delivered, and more hospitals are putting emphasis on improving front-end administrative and financial operations.

## SOLUTION

MedMatica Consulting was engaged to drive the implementation of a commercially available front-end revenue cycle solution that delivers clear eligibility and benefit information to the revenue cycle end user, allowing them to make educated decisions at the earliest patient encounter. Using logic based work-queues to clear patients financially before they ever arrive for treatment protects payer reimbursements, creates opportunities to collect patient payments and improves patient satisfaction.

## ACTION

With MedMatica consulting experts, the team lead efforts related to patient data improvements at the point of scheduling, financial clearance and registration. The impact of the roll out was to enable over 150 hospital staff members to perform their duties with better quality data and more efficiently. MedMatica was responsible for the planning, execution and delivery of the solution workflow – from project initiation, registration quality metrics, financial clearance workflow and a new notice of admission automation.

## CHALLENGES

Pre-service communication and accuracy is the most important phase of revenue cycle management. Ensuring data accuracy helps to guard the hospital's financial interests. Improved communication with the patient's regarding their data and financial aspects of the visit offers convenient service to the patient. The combination creates a better experience for all. Implementing the solution involved bringing staff from various functional operations areas (scheduling, registration, financial clearance) and information services together. This team needed to make decisions, build, test, train and implement the solution in multiple sites and departments, ensuring that all would achieve benefit from the newly available data and modified processes.

## OUTCOMES

The MedMatica team of experienced consultants provided superior consultative services driving the decision making and processes to achieve an accurate solution and implementation in the shortest amount of time. The solution at the health system has normalized eligibility and benefit results that simplify their patient – staff financial responsibility discussions. Registration quality metrics were delivered and are used to monitor the need for retraining and to evaluate performance throughout the registration workflow. These metrics also provide the hospitals management with pre-service information that allows analysis to get the data right the first time and reduce claim errors leading to denials.

Financial clearance work queues now update real-time and allow the hospitals staff and management streamlined access to identify accounts that require manipulation – including pre-service authorizations, financial payment situations, and pre-registering patient accounts.

MedMatica continues their engagement to implement patient estimator functionality that will build on the streamlined, simplified eligibility and benefits software.

## Contact Information

MedMatica Consulting  
18 Barrington Lane  
Chester Springs, Pa 19425  
610-827-1356  
[contact@medmatica.com](mailto:contact@medmatica.com)  
[www.medmatica.com](http://www.medmatica.com)



