

# Patient and physician satisfaction improved with patient access transformation.

## Challenge

Inconsistent and ineffective patient access processes affected revenue and timely service delivery for this acute care facility with **407 beds and \$273M NPR**. Incomplete registrations, lack of coverage verification, authorization and financial clearance prior to service contributed to the inefficiencies. In addition, patients were not being scheduled in accordance with physician requests. Cancellations, delays of service, patient confusion and surprise balances became disruptive to clinical department schedules and caused patient and physician dissatisfaction.

## Solution

Savista reconfigured workflows to streamline front-end processes and set benchmarks to significantly reduce wait times. Increased focus on financial clearance, customer service and patient satisfaction.

For more in-depth information about Patient Access Outsource Services and all our Revenue Cycle Management solutions, please visit [SavistaRCM.com](http://SavistaRCM.com)



## Results

Financial clearance was completed on all scheduled patients prior to arrival. Patient call abandonment and scheduled patient wait times were reduced and physician and patient confidence was restored.

▲ **73%**

increase in financial clearance days

▼ **90%**

decrease in unscheduled complex studies

▼ **81%**

decrease in unscheduled routine studies

▼ **77%**

reduction in call abandonment rate

▼ **50%**

decrease in scheduled patient wait times

## About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic

