

# How does Implementing Digital Patient Intake Help in Driving Success for your Practice?

## What is Patient Intake?

Patient intake is a crucial process for healthcare practices involving the collection of various patient information such as demographic data, clinical records, insurance details, consent forms, and more, all before the patient's visit.

However, many practices still rely on time-consuming intake methods, including manual data entry, outdated paper forms, and lengthy phone calls, frustrating your staff and patients.



### The Solution?

Implementing a digital patient intake solution eliminates the above hassles, saving your staff and patient time. You can also provide your staff with essential patient information before their visit, streamlining the process for everyone involved.



## Providers invest in tools but often fail to meet patient expectations

- **60%** of patients are not satisfied with their provider's digital tools
- **70%** of patients tried online scheduling but were redirected to phone calls
- **62%** of patients skipped visiting doctors due to scheduling hassles
- **40%** of patients have switched providers due to poor digital tools
- **42%** of staff time is spent on admin tasks rather than providing care to patients



\*Statistics from Industry Surveys



## What Do Patients Look for?

- Self-scheduling digital tools without long phone calls
- Easier ways to complete forms before visiting your practice
- Focused medical visits and improved experience with doctors

## Current Digital Patient Intake Experience:

- **70%** of patients use online forms to complete the intake procedure
- **65%** of patients use patient portals, websites, or applications for appointment scheduling
- **50%** of patients are looking for digital tools to schedule appointments, forms, and payment completion



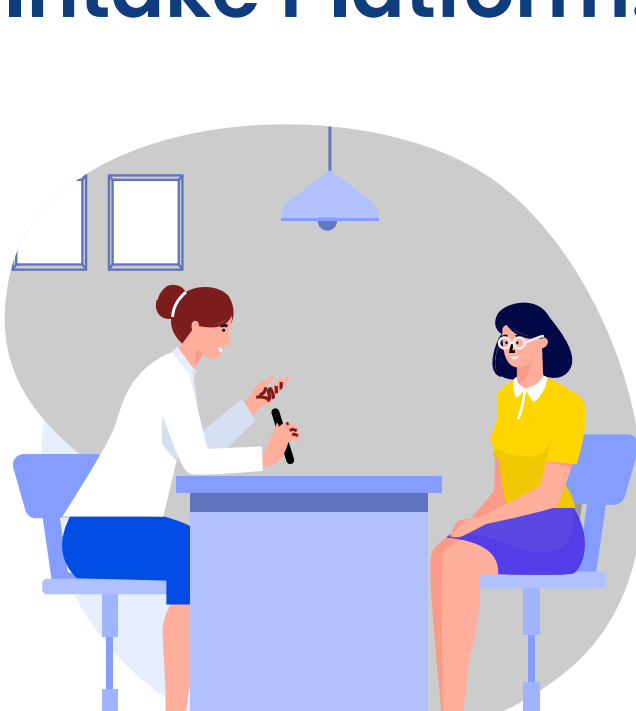
## The Best Solution for Providers, Staff, & Patients:

CERTIFY Health is a standalone patient intake platform to combat all the above challenges at your practice. Our digital platform provides your patients with

- Self-scheduling tools to book appointments
- FaceCheck for easy patient identification and check-in
- Patient messaging tools to eliminate communication hassles
- Multiple payment options/methods for convenient payment



## Improvements you can make with our Digital Patient Intake Platform:



### Give your Patient an Individualized Experience

CERTIFY Health offers tailored workflows to manage every unique patient at your practice. Our intake platform lets you collect only relevant demographic and clinical questions from your patients, including first and last names, age, health conditions, reason for visit, and more before patients visit for care.

## Increase Time-Of-Service Collections

Health systems are navigating a challenging reimbursement environment with insurance frauds and claim denials. Automated insurance verification helps practices to get timely payments with automated insurance verification. Additionally, providing them with convenient payment options and methods streamlines your revenue cycle management.

- **ACH Transfers**
- **Credit Cards**
- **FSA & HSA**
- **Google Pay/Apple Pay**



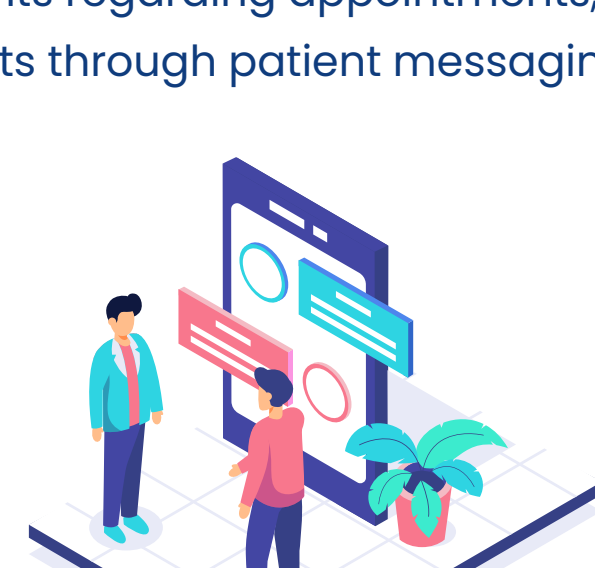
## Save Staff Time & Eliminate Burnout

Automated check-in via multiple modes, including kiosk, tablet, and SMS-delivered push button saves staff time. Furthermore, appointment scheduling, payment collections, and insurance verification automate your staff tasks, reducing their workload and enabling them to focus on patient care instead.

## Enhance Patient-Provider Communication

Our digital intake process offers real-time updates to your patients regarding appointments, payments, and wait time notifications. Ensure follow-up visits of your patients through patient messaging tools, including:

- **Pagers**
- **Two-way Texting**
- **Email/SMS triggers**
- **Broadcast Messaging**



## Improve the Patient Experience

CERTIFY Health helps your practice prevent negative patient experiences, including scheduling hassles, long waits, manual paperwork, and poor communication between providers and patients. Real-time patient satisfaction surveys help you solve your practice problems. So, utilize our digital communication tools to enhance your patient experience.

## Support Patient Data Security and Compliance

Protecting your patients' sensitive data is essential for any health system. Our digital intake solution prioritizes the privacy and security of patient data by adhering to safety standards and compliance. Industry-recognized certifications of CERTIFY Health demonstrate the protection of patient information, including:

- **HITRUST Certified**
- **HIPAA Compliant**
- **SOC 2 TYPE II**

