

## Regional Provider Decreases Registration Wait Times and Doubles Upfront Collections

### Motivation for Change:

Pre-registered patients waiting in line with walk-ins leading to delayed appointments and patient complaints

Lack of education and transparency to patients about financial responsibility

Poor upfront collection practices resulting \$8 million loss per year

High employee turnover resulting from poor departmental morale and engagement

### Engagement Highlights:

Implementation of a Fast-Track Pre-Registration line, reducing wait time for patients and incenting patients to pre-register

Engineered error-proofing into process, minimizing downstream demographic and insurance errors for billing

Increased use of patient estimation tools to provide patients with anticipated out of pocket estimates

Doubled upfront patient collections within first month of implementation

Engaged employees in problem identification and process redesign



Regional Hospital, Part of  
Catholic Health Initiatives (CHI)

Lake Jackson, Texas

\$80 Million  
Net Patient Revenues

Meditech

Serving community of 330,000

