



HOUSTON HEALTHCARE

Patient Access Experience Success Story

Independent Community Provider Competes with Free-Standing Outpatient Service Clinics to Retain Market Share

Motivation for Change:

- Steady decline in patient volumes and revenues
- Insurance payers redirecting patients to lower cost settings
- Patients frustrated with long hold times
- Dropped call rate at record high of 25%
- Unreliable upfront collections resulting in >50% of yearly patient due portion for OP services going to bad debt
- 17,000 OP visits per year lost to local stand-alone clinics

Engagement Highlights:

- Centralized Scheduling and Pre-Registration model for single call resolution and best in class patient experience
- 96% reduction in patient wait times for improved satisfaction
- Robust staffing plan to accurately manage variable call volumes
- Dropped call rate down by 90%
- High performance workforce culture trained to educate patients and community on financial responsibility
- Consumer centric experience for lifetime customer loyalty



2 Hospital Independent
Community Provider

Warner Robins, Georgia

\$227 Million
Net Patient Revenues

Meditech

300,000 patients served/ year

***“We’ve realized over
\$18 million in cash
gains from this project
and if I had to, I’d do it
all over again.”***

- Sean Whilden, CFO

*speaking about full 2-year transformation