

Type

Academic non-profit medical group

Region

Mid-Atlantic

Size

- 13 hospitals
- 1000+ physicians
- 50+ specialties
- Serving a patient population of over 100k

The Challenge

A mid-Atlantic academic medical group was experiencing negative feedback about their patient access experience. Patients complained of difficulty scheduling appointments and unusually long hold times. Internal data was not reflecting patient sentiment. The medical group could not identify what was creating the problems in access.

The Discovery

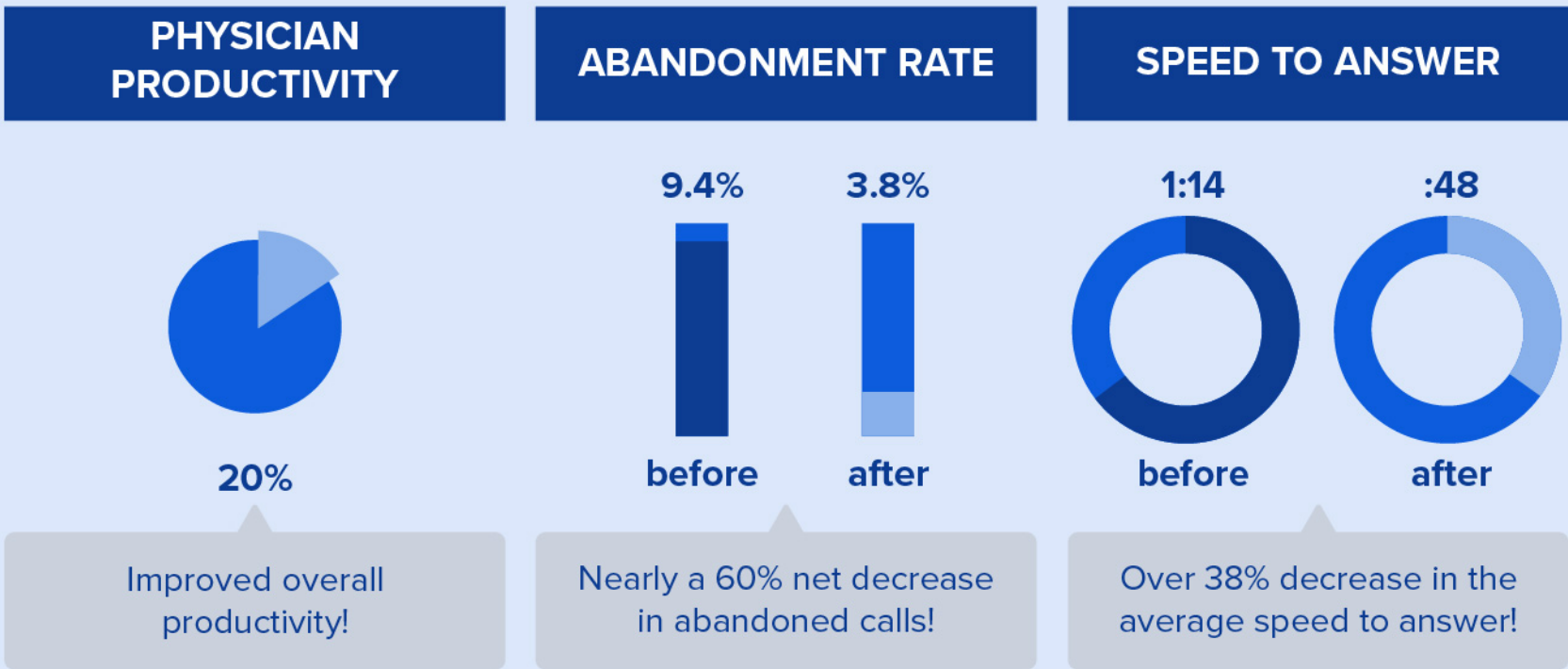
The discovery process identified what the internal data could not. While there were some areas for process improvement, the primary factor responsible for the poor patient access experience was their difficulty retaining staff. Operating with minimal front desk staff had created an exceptional burden on the existing Patient Service Representatives (PSRs) who were attempting to juggle the phones alongside other administrative duties. This resulted in an inconsistent access experience, the necessity to put patients on hold for extended periods, and had a negative impact on their ability to provide a high level of service to patients at check-in.

The Solution

Access Healthcare’s Patient Access solution includes the development of a dedicated team of Patient Access Coordinators (PACs), built to serve the specific needs of the organization while reflecting the values of care culture for a streamlined patient experience. In addition to working within the medical group’s existing systems, for a low lift implementation and assured communication, PACs exercise a centralized one-touch approach that tackles multiple patient needs on a single call. By soliciting the help of the Access Healthcare team, the medical group relieved the burden of patient access responsibilities from their PSRs while creating a more efficient and positive access experience for patients— improving connections with patients on the phone and on site.

The Results

Within the first 90 days of implementation for a single location



Patient Access Can’t Wait

In today’s competitive health space, a positive patient experience is essential. Patient Access is the critical first touch that can set the tone for the rest of the patient journey. Studies have shown time and again that long waits are one of the top service complaints about healthcare organizations—and they have only increased since the spring of 2020. Providing your PSRs with the support of a dedicated Patient Access team is a win-win, improving operational efficiency while ensuring a superior patient experience.



The Access Healthcare approach includes an in-depth discovery process that studies the physicians and processes unique to your organization to develop a fully customized engagement solution.