



CASE STUDY AUTOMATING REGISTRATION INTEGRATION TO THE EMR

The Little Clinic • Brentwood, TN

For walk-in clinics there's little time and no staff for administrative work. By automating the flow of data from registration to EMR, there is significant time savings that can be reallocated to patient care.

The Little Clinic, headquartered in Brentwood, TN, is a healthcare services company that operates and manages walk-in clinics placed inside retail locations. Open seven days a week, the clinics focus on treating minor illnesses by nurse practitioners and physician assistants, and offers health and wellness services to customers at an affordable cost.

In order to expedite the registration process at the clinics, CIO Mat Waites and his team developed an automated patient registration kiosk. Prior to using this kiosk, patient filled out a detailed paper form by hand, which the clinician then had to key into the EMR system. The clinician also had to document the patient queue by hand. As such, clinicians were spending too much time playing the role of registrar and billing clerk, instead of focusing their time on patients.

Waites selected Boston Software Systems' Boston WorkStation™ to automate the registration process and also enable patient registration kiosks to interface with the eClinicalWorks EMR. Boston WorkStation is task automation software that allows healthcare organizations to automate thousands of common tasks, manage workflow and improve productivity.

After the patient inputs his/her demographic and insurance information into the kiosk, Boston WorkStation consistently and automatically pulls the data from the kiosk database and into the EMR, reducing the amount of administrative work for the staff person on duty. Boston WorkStation can also identify repeat patients and alerts the clinician, to further expedite the care process. Currently, Boston WorkStation services about one fifth of The Little Clinic locations. Waites plans to expand the use of automation to more facilities this year.

"Automating the registration and data transfer process saves us about one hour per day per clinic," said Waites. "Given that the clinics are open up to 72 hours per week, this easily translates to a savings of hundreds of hours and about \$12,000 per month, allowing for more focus on patient care. We plan to expand Boston WorkStation into more clinics, which will afford us further savings."

Given the results of the healthcare reform, there is tremendous demand for the type of services The Little Clinic offers. Automating critical workflow not only benefits The Little Clinic financially, Boston WorkStation gives its clinicians more time with patients and less time doing administrative work. "I envision using Boston WorkStation for other tasks, particularly the many manual and repetitive tasks associated with Account Receivables," added Waites. "I look forward to expanding our use of automation at our clinics."

For more information about this solution or for additional ideas on using Boston WorkStation in your facility, visit www.bostonworkstation.com or call 866 653 5105 directly.

