

 Industry Insights Webinar

# Reducing Physician & Staff Burnout



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# Webinar Tips for Attendees



## Questions

You can submit a question anytime by using the “Question” area of your control panel. We will reserve time for Q&A at the end of the session.



## Audio

Your audio will be streaming through your computer speakers.



## Recording

After the webinar ends, registrants will receive a notification through email with a URL link of the recording for on-demand viewing.

# What Does Burnout Look like?

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Burnout is not new but has been exacerbated by Covid

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- 01 Constant Tiredness
  - 02 Compassion Fatigue
  - 03 Feeling Unappreciated
  - 04 Emotional Detachment
  - 05 Constant Anxiety Related to Work
  - 06 Finding No Enjoyment in the Job
  - 07 Unexplained Sicknesses
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Although there are many contributing factors to burnout, we will be focusing on resolving one of the major contributors – burdensome tasks

# Scheduling patients and appointment management/compliance

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Average phone call to schedule an appointment takes **eight (8)** minutes



**70%** Phone call burden is due to scheduling



Leads to poor patient retention and loss of revenue



No-show Rates in some cases are **12%**



# Leverage Contemporary Patient Behavior – Offer Self Scheduling



**83%** of patients say they prefer a doctor who offers online appointments



**64%** prefer text over voice as a support channel

Because of this, as much as you might not want to speak with patients on the phone, you have something in common with them, they don't want to talk on the phone either.

# Patient Check-in and Intake – Why if not done correctly is Lose-Lose!



**On average takes 14 minutes per patient**

This is one of most reviled part of running a practice.

- Patient disapproval **97%**
- Leads to significant staff overturn, burden and frustration

Steps Include:

- Scanning ID and Insurance Cards
- Scanning patient forms
- Transcribing patient data from forms into EMR
- Collecting copays/balances



# How to get 85% patients to check-in before they arrive



- Make it easy for patients – no app download/login
- Allow them to take pictures of there is and insurance cards
- Use a fully customizable system that can collect all the information
  - Demographics
  - Clinical
  - HPI
  - Appropriate Screening Questions
  - Review of Systems
- Avoid scanning documents
- Eliminate Transcription with full bi-directional data integration

The image shows a smartphone displaying the 'Express Care' app interface. The screen is titled 'Demographics' and features a 'Patient information' section. At the top, it says 'Snap a photograph of your ID' with a prominent teal button labeled 'Take photo of patient's ID'. Below this, there are input fields for 'First name' and 'Last name'. Further down, there are three dropdown menus for 'Marital Status', 'Race', and 'Ethnicity', each with a search icon and the text 'Please select an option below'. The app's header includes the 'Innovative Express Care' logo and a progress indicator showing '1 | 10'.

# Patient Side Revenue Collection – 20% of your Revenues



Denied claims area huge energy sponge.

- On average it takes 3 hrs. per event to resolve
- Denied claim costs on average \$117 - 2017 Change Healthcare analysis

The best way to avoid denied claims is at the start:

- focus on the submission of quality, clean claims, as they are far less likely to be denied.
- receiving the insurance information and confirming the eligibility prior to arrival

When it come to preventing burnout - an ounce of prevention is worth 10,000 lbs. of cure.





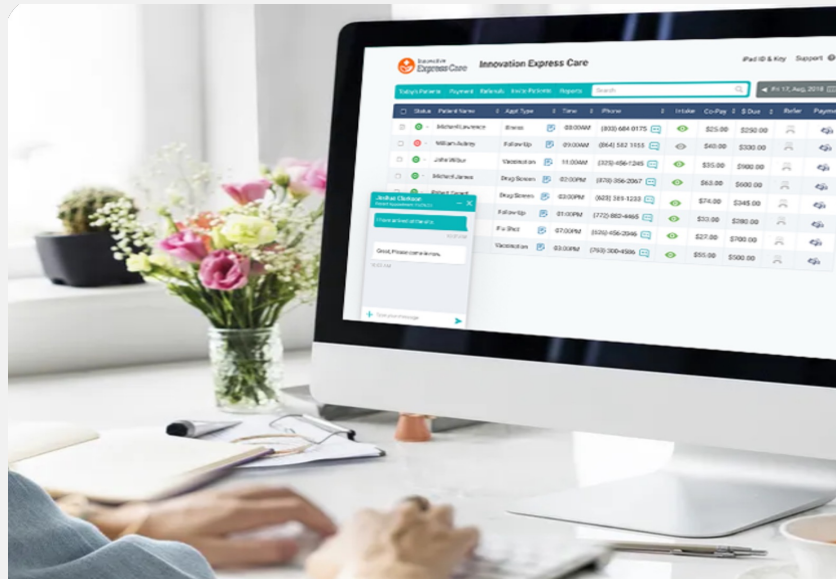
# Communication – How patients like to be contacted!



**97%**  
of Americans use text  
messaging



**64%**  
Prefer text over voice as a  
support channel





## Summation of the cumulative burden relief delivered when automating the necessary administrative tasks.



Save 14  
Minutes  
per patient



No  
Transcription



No  
Scanning



Eliminate  
Payment  
collection



Decrease  
no shows



Increase  
revenue

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# THANK YOU FOR ATTENDING

More Questions? Contact our  
Solutions Representative.



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