



STREAMLINE YOUR  
PATIENT EXPERIENCE

## American Health Network

Indiana and Ohio | NextGen® Healthcare

OTech Client Since 2010

### Challenge:

As a large delivery system with practices scattered across multiple states, American Health Network needed a robust solution and integration. OTech's specialty is customized software to match your workflow and your preferences, so we were a natural fit.

### Solution:

American Health Network has adopted many unique features to customize their system. One example is enrolling patients in an online portal for patients to view their medical information from home. The kiosk software quickly and conveniently generates a username and password and prints it on the kiosk's receipt printer for the patient to take home. Simple enrollment for the patient portal means increased meaningful use dollars for American Health Network. In fact, six kiosks enrolled more patients in the patient portal than all 100+ staff members combined.

### Results:

- Over 30 kiosks have been deployed at American Health Network
- Return on investment in months (not years) by reducing staff time and increasing patient satisfaction
- Within months of initial deployment, the check-in rates of a patient using the kiosk versus a receptionist was above 50%

---

*"We deal with large software companies and have enhancement requests that take months if not years to get enacted. With OTech, it's the next day. Just yesterday (and I can give you 50 of these examples) AHN had an issue that I emailed to OTech. Within hours, I already had an answer. It's top notch."*

**- CEO**

---