



STREAMLINE YOUR
PATIENT EXPERIENCE

Jersey Urology Group

Somers Point, NJ | Greenway® PrimeSUITE

OTech Client Since 2013

At their three offices, Jersey Urology Group (JUG) converted their patient check-in to 100% automation with OTech kiosks. JUG purchased 9 kiosks from OTech. Todd Lehrfeld, M.D. explains that the kiosks do “everything that we need it to do as a perfect check in person. It does the correct thing 100% of the time that a very well trained employee can do 70-80% of the time.”

“We have restructured our office around the kiosks; we have a kiosk attendant who aids the patients to check-in to one of our kiosks. The medical assistant’s room patients, take check and cash payments, as well as complete procedures. We have been able to reduce the number of ‘front desk’ employees (by 9), which is an absolute necessity in this current health care climate.”

First Year ROI

\$210,960

5 Year ROI

\$1,458,000

“The kiosk is our gatekeeper, it does things our employees didn’t feel comfortable doing like demanding money. We have increased revenue- it has weeded out patients who did not pay bills or refuse to agree to our policies. Owed balances dropped, non-compliant patients decreased, lost payments dropped essentially to 0. Missed required forms dropped to 0. Demographics errors decreased.”

“The wizards at OTech are able to do basically anything – this has been absolutely amazing. Your kiosks have absolutely revolutionized our practice, and I think you could turn into the Google of appointment check-ins.”