



STREAMLINE YOUR  
PATIENT EXPERIENCE

## Major Health Partners

Shelbyville, IN | NextGen EPM

OTech Client Since 2013

Scott Monts, IT Operations Director at Major Health Partners (MHP), describes the challenge a front desk team faces to standardize patient check-in.

"It is a constant cycle of training, re-training and reminding staff to make sure the basics are covered, yet there are always new duties to be taken care of by the same group. And that is never going to stop; it is the reality of patient check-in. Patient payments, completing and signing forms, demographics, data capture, patient portal enrollment... where do I stop! We were strongly considering hiring two to three additional staff people to solve this at our five practice sites. We wanted to improve the situation at its root for our patients, and our business. We decided to make a progressive move and leverage technology to get some help."

MHP purchased OTech patient check-in kiosk systems to begin chipping away at the challenges.

From the beginning, MHP leadership sponsored the OTech project. "That is key to launching an implementation" Scott shares, "leadership shared the vision with all team members to move forward with OTech, and so we were all on board." MHP currently has 5 practice sites with OTech kiosks.

Immediately upon go live, as the OTech kiosks were handling the returning patients check-in process, MHP had the foresight to reassign check-in staff, who may have been idle, to other duties like eligibility checks and rooming patients. This is how MHP capitalized on their decision to purchase OTech kiosks and

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*Effect on Payroll | \$1,175,000 Reduction*

*3 FTEs (check-in staff) members departed MHP, their positions did not have to be backfilled since the OTech kiosks were performing as promised*

*2 - 3 additional FTEs did not have to be hired by MHP, as OTech kiosks were purchased instead*

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not hiring two to three additional staff people.

An additional benefit of adding OTech was that staff had more time to work with brand new patients on their registration.

Scott recalls "OTech told us early on that might happen, but it seemed too good to be true. Then we saw the patient satisfaction survey responses and were pleasantly surprised at the uptick in customer service."